To keep health care more affordable for everyone, we help our clients not only manage total drug spend but also impact total health care spend through our suite of pharmacy cost management offerings and guiding better member decisions.

With a focus on affordability, service excellence and the ability to offer everything from pharmacy-only services to fully synchronized benefits — we manage beyond employers’ pharmacy benefits to look at total health care costs and better health outcomes.

- **3.3% over three years**
  Consistent pharmacy trend management

- **463 million**
  Adjusted claims

- **Up to 10% additional rebates per brand Rx.**
  Price protection turns manufacturer price increases into rebates

- **$33 billion**
  Rx spend managed
Expect More By Guiding Better Decisions

Members have many health care and pharmacy decisions to make. As the most widely used health care benefit, one decision can change basic outcomes. Whether it is helping a member choose the right medication, limiting where a prescription can be filled, or guiding the overall health care experience, OptumRx can help clients design the most optimal benefit to put members on a path toward health ownership and ultimately, better outcomes and increased savings.

A history of guiding better decisions with innovation.

- **2015+** Health4Me pharmacy synchronization
- **Specialty Centers of Excellence**
- **2014** Mail Service Member Select
- **2013** Enhanced call center model
- **Clinical Synchronization**
- **2011** Online prior authorization
- **2010** Adherence text messaging
- **Select Designated Pharmacy**
- **Price protection**
- **2009** Integrated eSync platform
- **Exclude at launch**
- **Refill and save**
- **2008** Retail pharmacy savings alert messaging
- **2006** Real-time claims audit
- **Nexium exclusion**
- **2005** Advantage PDL (any drug, any tier)
- **Specialty Pharmacy Program**

Make smart medication choices

Guidance on the right medication based on total health care costs

Choose the right pharmacy

Guidance on pharmacies and facilities based on quality and cost

Help manage overall health

Synchronized care management helping members stay adherent and engage in programs

Make the experience easy

ONE synchronized experience and support for better decisions

Expect more with OptumRx
Clinical Synchronization

Within the health care system, several experts manage an individual’s benefits using separate platforms. This provides only a partial view of the member and can cause fragmentation, resulting in confusion. The OptumRx model works to connect all points within the system and simplify the experience so all clinical needs are driven by one team, utilizing one common platform.

**ONE System**

OptumRx provides a 360° view of each member, with automated alerts for prioritizing health and savings opportunities. These opportunities are based on clinical value and financial impact for clients and members.

An analytic feature called the Value Factor score pinpoints each patient’s personalized medication risk by evaluating factors such as:

- Chronic medical conditions
- Previous drug spend
- Gaps related to quality measures
- Future risk of hospitalization

**ONE Team**

OptumRx connects nurses, physicians, case managers, pharmacists and member services around the member.

- Case notes are shared, and goals are aligned for better health and lower total cost
- Embedded pharmacists conduct medication consultations with members identified as at-risk for medication mismanagement

**ONE Experience**

There are several places a member can connect to our total health care system. By aligning teams, our experts can surround the member with support anytime, anywhere.

- One call support
  - More than 90% of pharmacy calls are resolved without transfers
  - Leveraging inbound calls by taking advantage of every opportunity
- Simplified self-service with one phone number, one ID card, and one website
- Proactive outreach — up to 30 days faster engagement on health and savings opportunities

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**Leveraging inbound calls by engaging on additional opportunities**:

<table>
<thead>
<tr>
<th>Metric</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acceptance rate for care management enrollment through PBM</td>
<td>57%</td>
</tr>
<tr>
<td>Increased care management cost savings</td>
<td>15%</td>
</tr>
<tr>
<td>Benefitted from a pharmacist medication consult</td>
<td>30%</td>
</tr>
<tr>
<td>Newly identified members</td>
<td>55%</td>
</tr>
</tbody>
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1. Finalized by: [Date]
Specialty Pharmacy

The generic wave is over. By 2018, specialty pharmacy is projected to be 50% of total drug spend. OptumRx can help guide better decisions to manage these costs. On average, our Specialty Pharmacy Program and Utilization Management saves $1.06 PMPM, not including additional utilization management savings, across 16 categories for both medical and pharmacy costs. In addition to lower total cost, members can also benefit from increased adherence, fewer emergency room visits and less hospitalization.

The OptumRx experience provides resources and support to get the right help from the right place at the right time.

- Medication management
- Coordinating with physicians
- Monitoring compliance
- Continual member outreach
- Managing side effects
- Helping members live with disease

OptumRx manages specialty pharmacy utilization and distribution for approximately 22 million members. Our specialized teams, distribution channels, training and outcomes make a measurable impact in the lives of our customers. We have led the industry in implementing strategies that are tailored to individual members while significantly lowering costs.

Home Delivery

OptumRx® Mail Service Pharmacy delivers reduced costs for clients and individuals, while improving adherence and the overall benefit experience. Increased savings can come from:

- Faster adoption of generic drugs
- Improved compliance
- Higher compliance with utilization and safety rules
- Reduced dispensing errors

Home delivery blends high technology with a personal touch. Our systems are fully integrated, so all prescriptions are filled according to benefit design and the clinical initiatives in place. Offering ultimate convenience, members not only save time and expenses, they also have access to our 24/7 website to manage accounts, order refills, view claims history and find helpful information.

Our mail service generic utilization rate consistently leads the PBM industry at 82%, which means you and your members save.