



OptumRx Mail Service Pharmacy

ASO



Greater Savings. Better Outcomes.

Many of your employees and plan members regularly take medications to help control or reduce the symptoms of chronic disease and health conditions. A large portion of your drug spend is attributed to maintenance medications. That's why it is important to take advantage of a powerful solution – OptumRx® Mail Service Pharmacy.

Optimized Costs

Driving mail service utilization may reduce costs for you, and lead to greater savings for your employees and plan members.

- No dispensing fees (unlike retail pharmacies)
- In aggregate, employers generally save more due to better rates than retail
- Typically lower cost for employees who switch to mail from retail

Enhanced Safety

Each new prescription goes through a minimum of 16 quality checks to help ensure each order is processed safely and accurately.

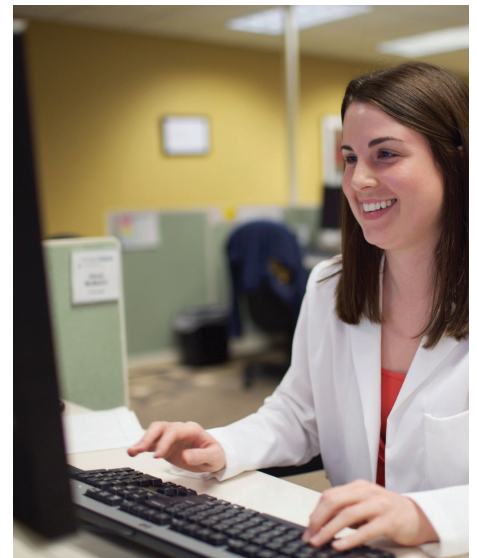
Outstanding Customer Service

OptumRx customer, clinical, and operational services have been widely recognized and acclaimed. Their members agree – 2012 member satisfaction was over 91%, with 94% likely to continue using mail service.²

Proven Outcomes

Studies show that mail service users are more adherent to their medications.

- 16% better adherence for diabetic patients using mail service vs. retail pharmacies³
- 14.5% increase in achieving target cholesterol levels for patients using mail service vs. retail pharmacies⁴



99.99%
Accuracy Rate¹

Increase Your Mail Service Utilization

OptumRx offers a range of effective programs to increase mail service utilization



Benefit Design

Your plan's benefit design can create incentives for members to use mail service. One way is to offer greater savings through lower copay amounts for ordering three-month supplies of maintenance medications from OptumRx Mail Service Pharmacy.



Mail Service Member Select

Automatically enrolls your employees with new maintenance prescriptions in mail service as a cost-saving measure with the option to opt out.

- After two fills at a retail pharmacy, your employees must move their prescriptions to OptumRx Mail Service Pharmacy to save the most
- Your employees can opt out of the program any time by calling the number on the back of their ID card, and their prescriptions will continue to be filled at retail for their normal copay amount

Mail Service Saver

Employees taking new maintenance medications are automatically enrolled in the OptumRx Mail Service Pharmacy without an opportunity to opt out.

- After two fills at a participating retail pharmacy, your employees must move their maintenance prescriptions to mail service to save the most
- If your employee does not move their prescription to mail, an increased cost, as determined by the employer, will be applied to the next fill at retail

Mail Service Saver Plus

Employees have the highest incentive to move maintenance medications to mail. Similar to Mail Service Saver, employees will need to move their prescription to mail service after two grace fills.

- If your employee does not move their prescription to mail, the employee will pay 100% of the medication cost at the next retail fill

*Available in 2014

To learn more about OptumRx Mail Service Pharmacy, contact your OptumRx broker or representative.

1 Based on OptumRx Mail Service reporting 2012

2 OptumRx • Traditional Mail Service Member Sat. Survey • Q3'12 Mail Survey (Report – 9/28/12)

3 OptumRx Study Shows Mail Service Pharmacy Enhances Adherence for Oral Anti-Diabetic Medications among Medicare Part D Beneficiaries, July 2011

4 PCMA Press Release: New Study: Mail-Service Pharmacies Improve Outcomes for Patients Using Cholesterol Medications, July 25, 2011.

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