

## Going beyond traditional pharmacy benefit management

The future of pharmacy benefit management (PBM) will rest on the industry’s ability to innovate. To help explore that opportunity, OptumRx® conducted a study with 200 benefits professionals to understand employer satisfaction levels with traditional PBM services, and more importantly, how they want to see PBMs evolve to tackle some of today’s toughest challenges.

We showed this group the strategies OptumRx is using to transform the current PBM model. OptumRx is making health care more connected and less fragmented while delivering lower total health care costs, not just reduced pharmacy costs.

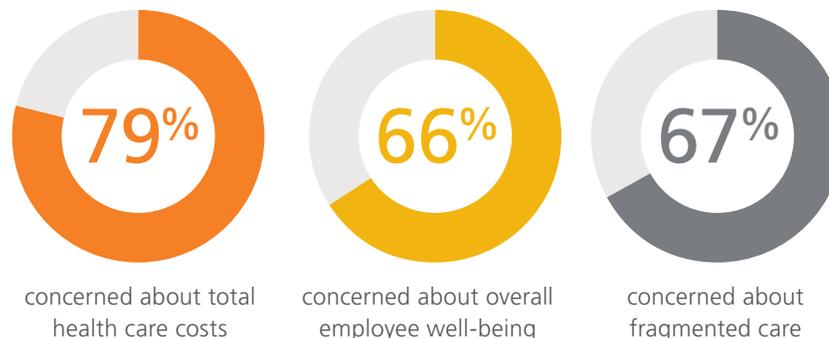
This brief explores three of the survey’s key findings.

### KEY FINDING #1:

**Employers continue to be concerned with total health care costs, employee well-being and fragmented care.**

Over the past year, how much of an issue or concern have each of the following been for your company?

Percentage responding major or minor issue/concern



### OptumIQ™

OptumIQ is the heart of the OptumRx advantage. At the core of OptumIQ are three essential capabilities:

- Curated data from across the health care system
- Comprehensive analytics transform data into insights based on meaningful patterns in consumer behavior, care quality and health outcomes
- Applied health care expertise that leverages artificial intelligence and other machine learning to understand what will happen in the future and provide actionable strategies

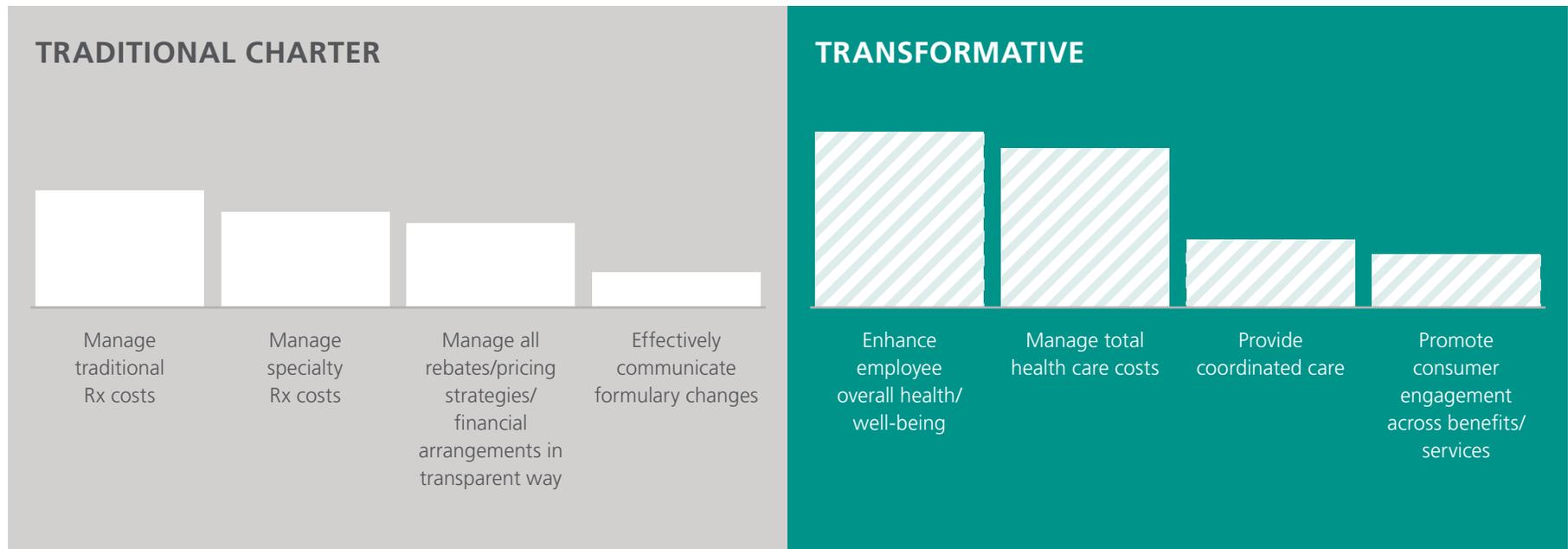


**KEY FINDING #2:**

**Employers are looking for PBMs to extend their capabilities.**

Today's employers want their PBM to go beyond their traditional charter and address employee well-being and total health care costs.

Which of the following is most important for a pharmacy benefits manager to do?



**42%** of employers said one of these traditional capabilities was most important



**60%** of employers said one of these transformative capabilities was most important

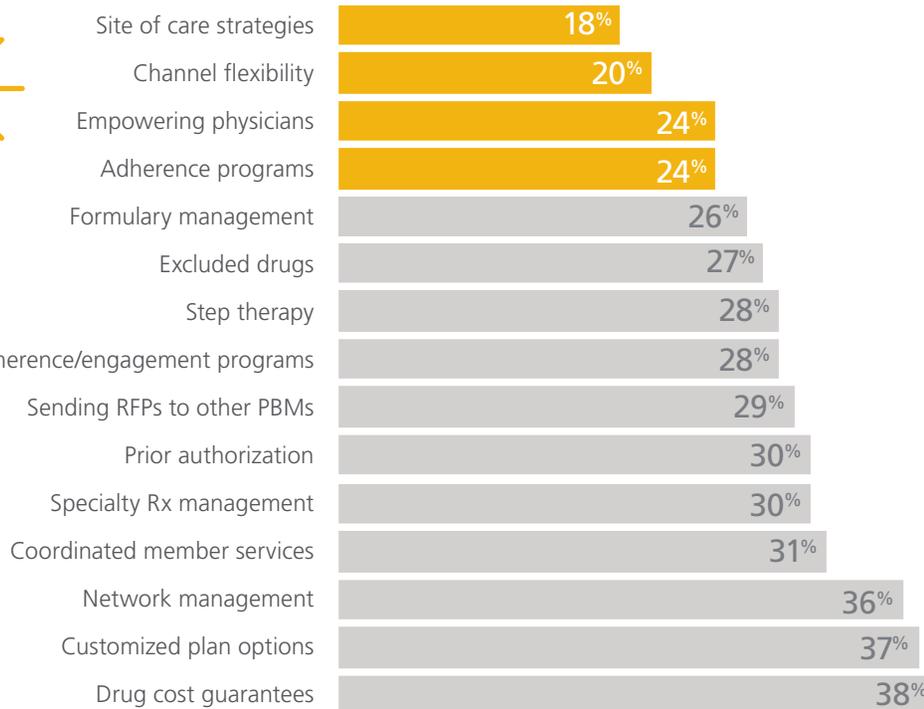
Percentages do not add up to 100 percent due to rounding.

**KEY FINDING #3:**

**There is a significant opportunity to innovate.**

While nearly all employers and their PBMs are focused on trying to control pharmacy costs, there are still opportunities to extend services, particularly in the areas of medication adherence programs, empowering physicians, channel flexibility and site of care strategies.

What are you and/or your pharmacy benefits manager currently doing to control costs?



**ABOUT THE SURVEY**



- Companies with 3,000+ employees were surveyed
- Respondents primarily included those in the roles of Vice President of Benefits, Human Resources Director, Manager of Benefits or other human resources positions
- n=200 respondents

Source: OptumRx Pharmacy Care Services Study, 2017.

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