

## A seamless PBM change? It's easier than you think.

Health plans have been switching to Optum Rx pharmacy benefit management for more than 17 years because they get value – and because they can expect a smooth transition for their members.

**We guarantee it.**

### Expert support

Our support teams bring the expertise and experience to keep your transition to Optum Rx steady at every step, from planning through implementation and beyond.



### Here's how



**Governance** – You'll have a dedicated program manager who oversees all aspects of planning and implementation.



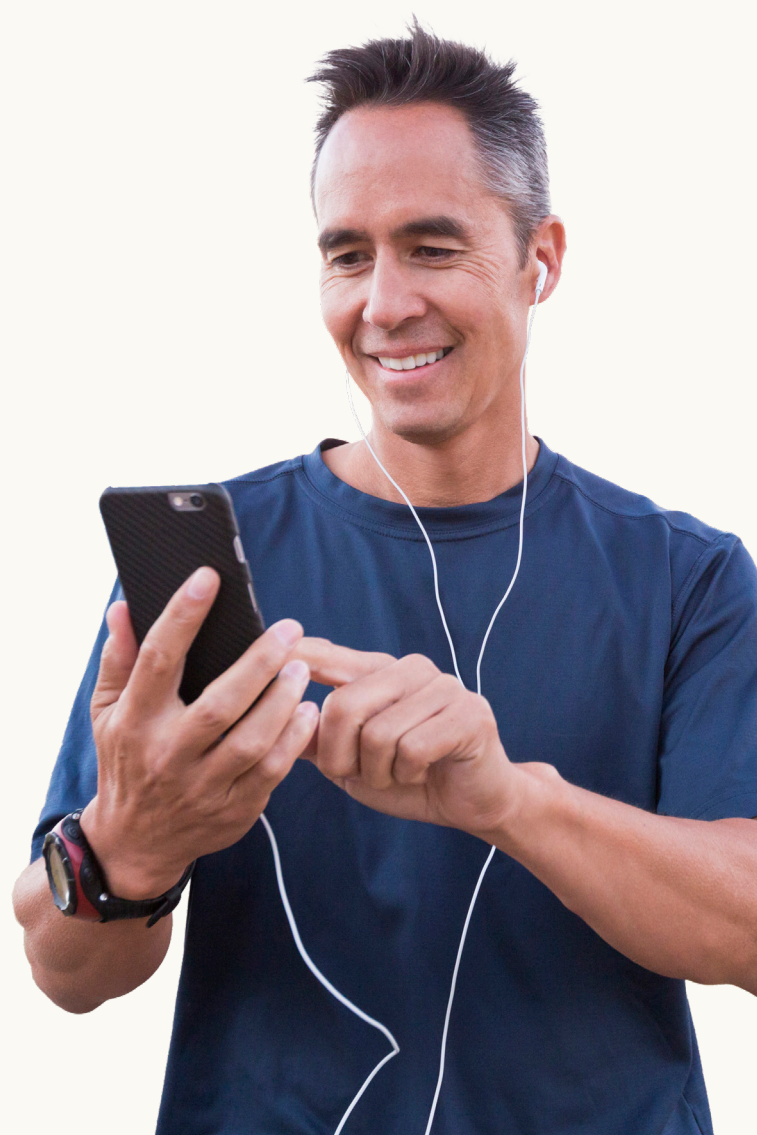
**Communication** – You'll get regular updates on status, milestones and risk mitigation strategies.



**Tracking** – We ensure all departments stick to the project plan.



**Go-live support** – Our command center watches for and quickly resolves any snags.



### Results: January 1, 2022 implementations

Successfully implemented  
**3.7 million**  
lives over 467 clients<sup>1</sup>

**98 point**  
jump in overall Net Promoter  
Score<sup>®</sup> year over year<sup>3</sup>

With a payout of  
**.0004%** in 2022  
performance guarantees<sup>2</sup>

**76 NPS<sup>®</sup>**  
for Optum Rx health plan  
implementation manager<sup>4</sup>

**“The transition to Optum Rx has gone very well. From my perspective, the partnership and level of service provided by your team has been extraordinary from the top down.”**

– Health plan CEO



**See how easy your transition can be.**  
Contact your Optum Rx representative today.

#### About Optum Rx

Optum Rx is a pharmacy care services company helping clients and more than 60 million members achieve better health outcomes and lower overall costs through innovative prescription drug benefits services.

#### References

1. Optum Rx. Internal analysis of post-implementation data. 2022.

2. Ibid.

3. Optum Rx. NPS survey results. 2022. Net Promoter, Net Promoter System, Net Promoter Score, and NPS are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

4. Ibid.