

Ensuring vaccine potency and successful distribution

Vaccine cold chain with Optum Serve

Vaccine cold chain is a temperature-controlled supply chain process. Proper management is critical for vaccine potency maintenance, from production to administration, and saves costs by reducing the amount of compromised product.

Optum Serve is a leader in vaccine storage and distribution. We demonstrate excellence beyond industry standards in the procurement, maintenance and shipping of vaccines through data validation.



Step 1

Step 2

Step 3



Step 1

Vaccine procurement and maintenance

Vaccine in storage is closely monitored by digital temperature recorders.

- Temperatures are recorded continuously
- Allows for tracking and trending of temperature and time data
- Telephony system-based system notifies when critical values are met or exceeded
- Vigorous check-in and inventory ensures vaccines are tracked and monitored at all times
- Vaccine lot numbers and expiration dates are entered and validated upon entry into Optum Serve system and information is automatically communicated for use in the cold chain process



In the case of power interruption, generators automatically start and power the facility to ensure temperatures are maintained.

Step 1

Step 2

Step 3



Step 2

Vaccine shipment

Vaccine cold chain shipping protocols are extremely stringent to comply with Centers for Disease Control and Prevention (CDC) and Defense Health Agency – Immunization Health Branch (DHA-IHB).

- Each vaccine request is reviewed by trained vaccine staff after being packed to confirm proper vaccine and lot numbers are sent
- Shipping-container technology is specifically engineered to meet CDC and DHA-IHB cold chain requirements for refrigerated and frozen vaccines
- Vaccine is prioritized for shipment by earliest expiration date
- Temp Tales, a monitor used to record the temperature, validates vaccine temperature during shipping process

Vaccine shipping containers are not packed until confirmation with receiving provider. Providers call Optum Serve prior to opening vaccine shipments to verify:

- Vaccine quantities
- Shipment temperatures
- How the received vaccine will be stored and handled



Step 1



Step 2



Step 3



Step 3

Data validation

Optum Serve is able to upload and transfer vaccine information into preferred systems and databases, reducing the risk of transcription errors.

Drug distributor accreditation

Optum Serve verifies and maintains security measures within the facility and performs background checks and screenings of all persons involved in the medication/vaccine distribution process.

As an accredited drug distributor, Optum Serve:

- Verifies and maintains compliance with state and federal laws, and the National Association of Boards of Pharmacy (NABP) criteria, and completes a rigorous inspection every three years by NABP
- Receives supply of medication/vaccine from other accredited drug distributors or government entities



Cutting-edge technology



10+ years of experience



Integrated management system



The U.S. Department of Defense has granted Optum Serve the authorization to store government-owned vaccines.*

At Optum Serve, we're dedicated to improving health across the nation. As part of UnitedHealth Group, we leverage our connection to UnitedHealthcare and Optum to deliver solutions that meet the broad spectrum of health care needs throughout the federal government. In bringing together our unmatched data with deep insights from our commercial businesses, we help solve challenges facing the government today – and uncover smarter solutions for tomorrow. Through close partnerships, we design tailored offerings that help customers work toward our shared goal: better health outcomes nationwide.

To learn more about Optum Serve:
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