



Convenience is key

Schedule My Fill makes managing medications a little easier

Making sure your patients living with multiple sclerosis (MS) get their medications and stay on therapy is critical.

That's why we offer **Schedule My Fill**, a self-service program that lets patients schedule their refills for the calendar year.¹ This first-to-market program is designed to help them avoid delays, minimize hassle and boost adherence.



How it works

Once your patient has been on therapy for three months, they simply call in for a one-time approval. After that, they'll get their medication consistently for the rest of the year.

You don't have to worry they might miss a delivery. It's all taken care of. No missed doses, no more calls.

We'll also monitor your patient through the clinical management program and intervene if side effects or other issues come up.



Helping your patients stay adherent to their treatment can decrease their risk of relapse and chance of hospital visits. Non-adherence, on the other hand, is associated with increased morbidity, mortality and health care costs.²



Being diagnosed with MS has changed my life and I realize I am truly dependent on medication to keep me healthy. The Schedule My Fill program has provided so much relief because I don't have to worry about filling my prescription anymore. It's been a weight off my shoulders.

— Multiple sclerosis patient enrolled in Schedule My Fill program

The patient experience

1

Prescription

Jada's provider sends her prescriptions to Optum® Specialty Pharmacy.

2

Outreach

After three months of therapy and participation in the clinical management program, Jada can enroll in the Schedule My Fill program.

3

Refills

After she enrolls, Jada gets her prescriptions filled regularly for the rest of the year. She also gets proactive, pre-shipment texts six days and two days before shipping so she can make changes to delivery address or payment method if needed. She can also text her ongoing assessments to Optum Specialty Pharmacy when it's convenient, rather than speaking to a clinician on the phone.³

4

Adherence

Her medication is delivered while she still has two days of therapy left. No gaps, no missed doses.

5

Care

Consistent treatment and improved adherence help lower her risk of relapses and visits to the hospital.

6

Improved outcomes

Jada has one less thing to worry about, so she can focus on living her best life. And her provider has peace of mind knowing she'll get the medications she needs, when she needs them.

Jada, 37

Living with multiple sclerosis



Let's get started

Physicians

- Call the dedicated provider line at **1-855-215-0235**.
- Log in or register for the **Provider Portal**.
- Refer your patients to help them access this program.

Patients

- Call the dedicated MS support line at **1-844-265-1760** to begin.

Optum

Sources

1. Schedule My Fill may not be available for all treatments or medications. | 2. Verdugo R, Herráiz E, Fernández-Del Olmo R, et al. Adherence to disease-modifying treatments in patients with multiple sclerosis in Spain. *Patient Prefer Adherence*. 2019;13:261-272. | 3. Not all therapies and treatments may be eligible for text assessments. Only ongoing MS assessments are eligible and the first one must be by phone.

Any person depicted in the stock image is a model.

All Optum trademarks and logos are owned by Optum, Inc., in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks of their respective owners. © 2023 Optum, Inc. All rights reserved. WF9460490_230224