



# Putting members at the heart of everything we do



When it comes to filling medications, members want a quick and easy pharmacy experience. We can help:



Make it easier to get medications



Lower costs



Provide quicker access to prescribed medications

## Continuing to tackle the big challenges for members

We offer the right drug at the right cost in the right setting with the right support.

### Right drug



#### Challenge

Prior authorization (PA) requirements may slow access to prescribed medications.



#### Solution

Introduce more supplies and medications into auto-decisioning PA programs.

The Diagnosis to Script (Dx2Rx) program provides real-time coverage and diagnosis information and now includes diabetic supplies and medications.

Why it matters ~25% of prior authorization requests use automated or auto-decisioning, minimizing disruption and streamlining the process<sup>1</sup>

### Right cost



#### Challenge

The high cost of medications makes it hard to get critical medications.



#### Solution

Give employers the option to eliminate out-of-pocket costs for select medications.

Employers can choose to offer select insulins and other important medications at \$0 cost share through the Vital Medication Program.\*

Why it matters 5 categories of preferred medications with more categories under consideration<sup>2</sup>

### Right setting



#### Challenge

Filling a medication in-person at a pharmacy can be inconvenient and time consuming.



#### Solution

Have medications delivered to a member's door.

Optum® Home Delivery makes it easy to get and afford maintenance medications. That helps drive adherence and reduces the total cost of care for a better member experience overall.

Why it matters ~2 days from the time the order is processed to arriving at member's door.<sup>3</sup>

### Right support



#### Challenge

It can be frustrating to search for the lowest-cost medications.



#### Solution

Tell members when they could save on their medications.

Proactive Savings Alerts emails members when they have savings opportunity and includes simple steps to follow so they can act right away.

Why it matters ~\$77 member savings in June 2022 utilizing the Proactive Savings Alerts program.<sup>4</sup>

Contact your UnitedHealthcare representative for more information

<sup>1</sup> UnitedHealthcare internal data. 2022.

<sup>2</sup> UnitedHealthcare internal data. Current categories include short- and long-acting insulins and vital medications (epinephrine, glucagon, naloxone, and albuterol). 2022.

<sup>3</sup> Optum Rx internal data. 2021.

<sup>4</sup> UnitedHealthcare internal data. 2022.

\*The Vital Medication Program is a standard offering for Fully Insured business beginning 1/1/2023, pending state regulatory approvals.

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