

# Simplicity, safety and convenience

You can have it all with Optum® Home Delivery. We'll dispense and deliver members' prescriptions right to their mailbox or preferred location. With home delivery, it's easy for members to get the medications they need, when they need them.

## Designed with members in mind

Give members peace of mind with safe dispensing, packaging, shipping and more.

### Dispensing

- 99.998% dispensing accuracy<sup>1</sup>
- 10 separate safety / quality checks<sup>2</sup>
- Cold temperatures 60 hours in normal shipping conditions<sup>3</sup>

### Packaging

- Discrete, puncture-resistant and tamper-evident packaging
- Rigorous safety and quality process ensures temperature-sensitive medications are refrigerated appropriately
- Eco-friendly packaging materials are biodegradable and recyclable
- Plain, non-branded packages conceal the prescriptions for discretion and theft prevention

### Shipping

- Free, standard shipping through USPS, FedEx or UPS
- Most orders are processed in 3-5 days
- With a simple phone call, members can request a signature confirmation for delivery
- Members can designate order shipped to any desired location: home, office, friend or family member



### Pick up options

- Members can arrange to pick up their prescriptions from one of 30,000 secure FedEx or UPS locations across the nation
- Easy-to-use online tools gives members flexibility and helps them stay on track

### Disposal

- Members can request a Deterra® bag to dispose of unwanted medication and help prevent misuse

## Support members want

Optum Home Delivery provides 24/7 access to a clinical pharmacist, so members can ask questions about their:

- Health
- Side effects
- Treatment regime
- Drug interactions

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## You ask, we answer

### **When does a medication require refrigeration?**

When a drug manufacturer determines that the medication will deteriorate after prolonged exposure to temperatures above refrigeration (36–46 F), refrigeration is required to prevent the medication from losing effectiveness. Optum Home Delivery has protocols in place to help ensure we meet or exceed the drug manufacturer standards for medications that need to be refrigerated.

### **What medications are shipped refrigerated?**

Medications designated by the pharmaceutical manufacturer that need to be refrigerated to avoid break down.

### **How are refrigerated orders packaged?**

We pack medications requiring refrigeration in insulated boxes (or coolers). Additionally, a combination of frozen and ambient gel packs is included with the order, depending on the destination temperature.

### **How long does an order keep refrigerated?**

Packs are designed to last up to 60 hours in typical shipping conditions. More extreme conditions can shorten the life of the pack.

### **How do we protect orders from extreme heat/cold?**

We use a dynamic, pack-out system which considers the temperature at the shipping destination and recommends the proper pack-out method to protect the prescription package. Pack-outs are designed and tested under a variety of conditions in lab settings and using real-world data. Using this data, we can determine the best way to pack/ship a medication to maintain contents at the manufacturer recommended temperatures. The system will also determine a “hold” condition if the temperature is expected to exceed the pack-out’s effective temperature range. Additionally, we use Next Day Air and Express Services, as well as recovery procedures in those cases where packages are delayed due to shipping interruptions. In some cases, medication orders are returned and repackaged with fresh cold pack gels.

### **What should a member do if there is a concern about the medication order?**

Our team of trained pharmacists and clinicians will gather information from the member to determine the condition/safety of the medication order. The team will ask about damage to the package, if medication feels warm to the touch, observing frozen gel packs for thawing, etc. If it is determined the medication is damaged, or is at risk of being unsafe, a new order will be shipped to the member.

### **What carrier do we use to ship refrigerated orders?**

We use many different carriers, including FedEx, UPS, USPS and other couriers.

### **How do we protect orders from extreme heat/cold?**

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### **When does an order require signature?**

- A signature is required for all controlled substances.
- When the member requests, the order cannot be delivered without a signature.



### **Is your packaging environmentally friendly?**

We are an industry leader in the use of environmentally friendly packaging. Our packaging insulation is recycled cotton, which can be composted, recycled, or turned in to retail partners such as H&M and Patagonia to be repurposed into new products. The gel packs are not only drain safe; they can be used for plant food.

### **Are members notified if their delivery is delayed?**

We work with a third-party service to:

- Make outbound calls to the member when packages are at risk of being delayed.
- Deliver delayed packages by special courier.
- Notify members in cases where the original shipment cannot be delivered.

### **Do we limit cold shipping to just the summer months?**

No. We have cold chain shipments year-round. Packs are engineered for hot and cold months.

### **For warm states, can we ship every medication in refrigeration?**

Any medication that requires refrigeration is shipped that way. Many medications do not need to be refrigerated for the short time they are exposed to the hot environments found in warmer states. For example, in one test, a medication was stored at 120 F continuously for six months and was not adversely affected.

## **Let's get started**

For more information, contact your representative or visit [optum.com/optumrx](https://optum.com/optumrx).



**Notes:** 1. Optum Rx internal analysis. 2021. | 2. Optum Rx operations. Documented steps for order intake, dispensing, and shipping processes. 2020. | 3. Optum Rx operations. For refrigerated medications, our packs have been tested and keep medications cold for more than 60 hours. 2020.

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