

Safe delivery members can count on

You can have it all with Optum® Home Delivery Pharmacy. We deliver members' medication right to their mailbox. With home delivery, members get the medications they need, when they need them.

Built with members in mind

Members can be confident that their medication will always be delivered with best-in-class safety and accuracy.

Dispensing

- 99.998% dispensing accuracy¹
- 10 separate safety / quality checks²

Packaging

- Non-branded, discrete packaging that is puncture-resistant and conceals medication for theft protection
- Refrigerated medication ships next-day air and stays cold for more than 80 hours in normal shipping conditions³
- Eco-friendly materials are biodegradable and recyclable

Shipping

- Easy-to-use online tools provide flexibility to change shipping address, view and track orders.
- Free, standard shipping through USPS, FedEx or UPS
- 98% of clean orders ship within 2 days and are delivered to members in 5 days
- Members can request a signature confirmation for delivery
- We ship to all postal codes in the United States and three U.S. Territories



Pick up options

- Members can arrange to pick up their medication from one of 40,000 secure FedEx or UPS locations across the nation⁴

Disposal

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

24/7 pharmacist support

Give your employees the convenience of doorstep delivery along with a level of expert support that's vanishing from even traditional pharmacies.

Optum

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. We have protocols in place to help ensure we meet or exceed the drug manufacturer standards for medication that needs to be refrigerated.

How are refrigerated orders packaged?

We pack medication requiring refrigeration in insulated boxes (or coolers). 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 80 hours in most climates. For shipments during extreme weather conditions (cold or warm), our materials will keep medication at correct temperature for 36+ hours.

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 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, orders are returned and repackaged with fresh cold pack gels.

Let’s get started

For more information, contact your representative or visit optum.com/optumrx.

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

Our team of pharmacists and clinicians will gather information from the member to determine the condition/safety of the medication order. 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.

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.

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 hot temperatures.



Notes: 1. Optum Rx internal analysis. 2021. | 2. Optum Rx operations. Documented steps for order intake, dispensing, and shipping processes. 2020. | 3. Optum cold-chain packaging guide, Aug. 2022. | 4. Medications can be sent to alternative locations where state and federal laws allow. Optum is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

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