



The OptumRx Value Story

Pharmacy care services: The next generation

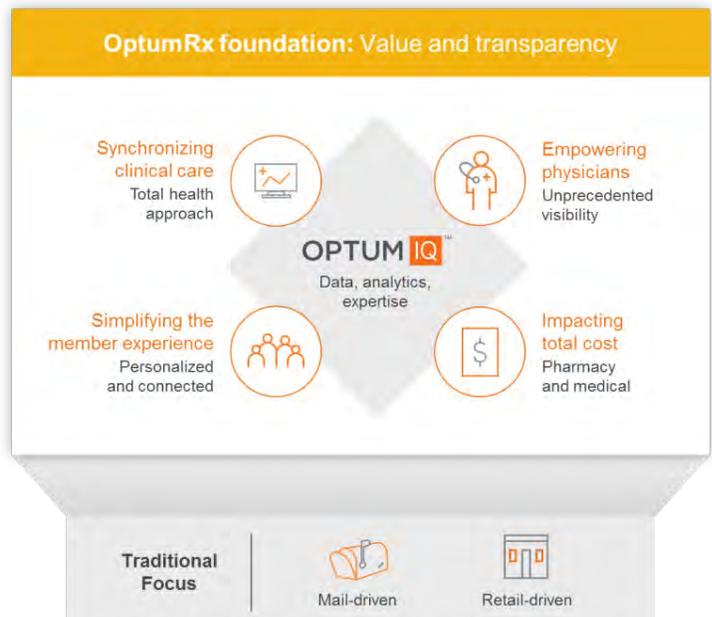
It's time. The pharmacy benefit space is changing fast. Expectations are changing as plan sponsors face a multitude of challenges — fragmented care, runaway costs, lack of transparency. Pharmacy, as the most frequent touch point, represents an incredible opportunity to connect the dots, engage individuals and coordinate care. OptumRx is clearing the path to a new model, one that leverages the power of Optum to impact cost and care. One that partners with all stakeholders to emphasize value beyond just pushing down the price of drugs. One that drives accessibility and affordability. And most importantly, one that provides transparency for all stakeholders, accountability to deliver affordable care and the very best therapy for each individual.

We are shifting the scorecard from drug pricing to net promoter score, total health care costs and care outcomes — actual measures of value. That's a new agenda, one that will serve the interests of all stakeholders.

Aligning with stakeholder interests to drive value

We're taking a synchronized and transparent approach that adds value to the health system and aligns with client goals. We call it Pharmacy Care Services:

- Enabling member affordability and access (vs. driving to a specific channel)
- Identifying the best therapy for each member (vs. creating hoops that result in barriers)
- Providing patient-specific benefit and cost information and the ability to clear the PA through the EMR (vs. the guessing that can leave members without the prescription)
- Using every touch point to engage members for health and savings opportunities (vs. leaving opportunities on the table)
- Impacting the total cost of care through everything we do (vs. just pushing down the cost of prescription)



Our model is working

30%
improved adherence
through synchronized specialty¹

33%
lower
60-day readmissions for oncology and transplant²

12%
reduction
in total opioid prescription volume³

2.7%
pharmacy trend
2017 YTD⁴

7%
reduction
in in-patient and emergency room admits⁵

\$11-16
PMPM
medical costs savings⁵



1. Pilot results based on 2017 3-month pilot period on 85K client membership. Optum Consumer Analytics; 2. 2017 specialty retrospective claims analysis; 3. 2017 outcomes analysis of opioid risk management program; 4. 2017 YTD (through Q3) OptumRx trend analysis; 5. 2016 analysis of 80 synchronization clients, validated by Milliman