

# Optum Rx

Optum Rx is a pharmacy care business providing people with more affordable access to prescription medications and therapies. Powered by deep clinical expertise and integrated data and analytics, our full spectrum of pharmacy services deliver improved experiences, better health outcomes and a lower total cost of care.

## Personalized, integrated pharmacy care

Our pharmacy care services business delivers convenience, savings and better outcomes to consumers through our specialty pharmacy, infusion services, rare disease services, community pharmacies and home delivery. A team of more than 5,000 pharmacists and nurses provides high-quality clinical care, supported by innovative digital tools, affordability solutions, and processes that make pharmacy care simpler and easier to navigate for consumers, payers and prescribers.

## Expanding access and affordability of medications

Our pharmacy benefit management services are designed to optimize drug effectiveness while serving the important role of managing affordability. We partner with pharmaceutical manufacturers, pharmacies, pharmacists, consumers, payers and prescribers to give the more than 62 million people we serve convenient access to the medications they need at the lowest possible cost.

**>62M**

Consumers served

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**>1.5B**

Adjusted scripts managed annually

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**~\$158B**

Total prescription spend managed annually

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**~\$62B**

Annual specialty pharmacy spend managed

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**~770**

Community and infusion pharmacies

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**>13K**

Clinicians, pharmacists and pharmacy technicians

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**220M**

Adjusted scripts delivered to consumer homes annually

### **Delivering high-quality, affordable pharmacy care**

Our pharmacy benefit management business serves payers and patients by administering prescription drug plans and offering clinical and cost management services that improve health outcomes while lowering drug costs. We have modernized the traditional pharmacy benefit management model through a focus on transparency and the consumer. Our market-leading client solutions offer simplified and transparent pricing directly tied to the services performed by our pharmacy benefit business.

We are committed to helping reduce consumer out-of-pocket costs. Our expanding portfolio of consumer-targeted tools includes solutions that provide the most competitive price to the consumer at the point of sale.

Optum Rx accelerates the treatment of the whole patient – including medical, pharmacy and behavioral care – by embedding our pharmacists in the care team. Our pharmacists are key to helping consumers navigate their care and providing clinical expertise that leads to positive health outcomes.

For example, the pharmacy benefit management diabetes program connects members to specialized pharmacists for services including counseling, achieving more than \$1,000 in average savings for each engaged member, more than three-quarters of whom experience an improvement in A1C.

### **Caring for patients who require complex therapies**

Specialty drugs continue to be a challenge for consumers, providers and employers. Although these medications are used by about 2% of patients, they represent over 50% of all pharmacy spending.

Optum Rx addresses the high cost of specialty drugs through integrated cost management across medical and pharmacy benefits. We help care providers identify the best treatment regimen, weighing clinical and financial information. Our specialty pharmacy provides care and clinical expertise for patients with more than 200 conditions, including in oncology, neurology and immunology. The end-to-end clinical and care management models lead to better adherence. For example, patients on oral oncology medications have adherence rates greater than 90%.

# >200

**complex conditions supported  
by specialty pharmacy**

Our rare, cell and gene therapy programs provide tailored pharmacy and patient services, dispense and distribute specialty medications, and use data reporting and analytics to advance therapeutic outcomes. By improving access to therapies and providing end-to-end patient support, from diagnosis to treatment and beyond, we're driving positive health outcomes and high patient satisfaction. We are well positioned to offer increased levels of support as more orphan, rare, cell and gene therapies launch over the next several years.

Our infusion services, provided in the convenience of the home and at infusion suites, lead to strong outcomes, with savings of more than 80% compared to traditional settings for immunoglobulins and biologic drugs.

Optum Rx partners with payers and pharmaceutical manufacturers to make therapies more affordable. Our solutions include outcomes-based contracting, utilization management, networks, distribution solutions and risk management. In 2023, our pharmacy benefit management business promoted a fair and competitive biosimilars market in immunology, including biosimilars on formularies, which offers consumers and providers choice, flexibility and clinical stability for treatment options.

### Simplifying the pharmacy experience

We simplify the pharmacy experience for our clients, care providers and consumers with self-service tools, easy home delivery enrollment and enhanced digital solutions.

Our community pharmacy provides behavioral health, substance use disorder and complex medication management, serving more than 1 million individuals annually. We deliver high-touch engagement and specialize in managing complex conditions, enabling high-quality clinical outcomes and strong NPS performance for both patients and care providers.

Our home delivery pharmacy provides a cost-effective and easy way for patients to receive prescriptions where they live. By reducing barriers for consumers to fill and refill their prescriptions, our home delivery pharmacy improves adherence rates to above 90%, compared to 70% to 80% for 30-day scripts at retail pharmacies. Additionally, our multi-dose packaging capabilities simplify the daily experience for those with complex medication regimens.

**~600K**

**30-day adjusted prescriptions  
delivered to consumer homes daily**

Our pharmacy benefit management digital tools lead to a better consumer experience and higher satisfaction levels. Consumers can search for their medication and compare pharmacy and alternative drug options online, at their care provider's office or on the phone with our customer service team. On average, consumers save 34% on non-specialty generics when our automatic price scanning tool finds a more affordable option, including by digitally transferring their prescriptions to home delivery.

**34%**

**average consumer savings when  
automatic price scanning tools  
find a more affordable option**

### Optum Rx growth outlook

Optum Rx expects long-term revenue growth at an average annual rate of 5% to 8%, with operating margins in the 3% to 5% range. We expect continued growth in our pharmacy care services business that will allow us to grow faster than the overall market, while maintaining operating margins in our target range going forward.