

United Health Foundation and River Valley Health: *Bringing Care From the Clinic to Home in Rural Communities*

River Valley Health (RVH), formerly Cherokee Health Systems, is a Federally Qualified Health Center in eastern Tennessee offering person-centered health care services, including integrated primary care and behavioral health, dental, optometry, and pharmacy. RVH serves over 65,000 patients across 12 urban and rural counties in Tennessee.

In 2024 the United Health Foundation, the philanthropic foundation of UnitedHealth Group, awarded a three-year, \$2.6 million grant to help RVH expand and enhance their prescription delivery program for older adults, especially those living in rural communities. This initiative enabled RVH to hire pharmacy technician drivers and purchase delivery vehicles to transport medications directly to patients' homes. In addition to the delivery of medications, this initiative provides the community with essential wraparound services such as health care education and counseling.



COMMUNITY IMPACT*

2,283

patients age 55+ receiving medication delivery service, with overall better control and compliance rates than other RVH patients

100%

of patients enrolled in medication delivery service are satisfied with the delivery program

76%

of patients enrolled in medication delivery service experienced zero gaps in refills

**as of 6/30/26*

WHY IS THIS WORK CRITICAL?



I do not always have someone who can pick up my medications, and the pharmacy delivers. They always deliver on time. I love the automatic refills because sometimes I may miss something, and my medications are always refilled and delivered."

Kimberly

Pharmacy Delivery Program Participant

