

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 pharmacy services simplify how consumers, clients and partners navigate the pharmacy space to deliver improved experiences, better health outcomes and a lower total cost of care.

Pharmacy care services

We deliver convenience, savings and better outcomes to consumers through our specialty pharmacy, infusion services, rare disease and gene therapy support services, community pharmacies, and home delivery that includes multi-dose packaging capabilities.

Pharmacy benefit business

Our pharmacy benefit business is the evolution of our differentiated pharmacy benefit manager. We negotiate directly on behalf of our clients to drive affordability and value. Our primary role is to lower drug costs for the 61 million people we serve, delivering them affordable access to medications, and consumer-oriented tools to help them optimize their benefits and health.

Direct-to-consumer platform

Our prescription cash card solution offers off-benefit transparency and affordability, while Optum Store provides a direct-to-consumer platform for affordable and convenient health products and services that are accessible to all 330 million Americans, including seamless delivery directly to the home.

Fast facts

>61M

People served

>1.4B

Adjusted scripts processed annually

~\$124B

Total prescription spend managed annually

\$52B

Annual specialty pharmacy spend managed

~720

Community and infusion pharmacies

>12K

Clinicians, pharmacists and pharmacy technicians

>190M

Adjusted scripts delivered to consumer homes annually

Expanding the value proposition of Optum Rx

Optum Rx is accelerating the integration of medical, pharmacy and behavioral care and treating the whole patient by embedding our pharmacists as key members of the patient care team. Our pharmacists are key to providing consumers with clinical value and helping them navigate their care.

We are committed to helping reduce out-of-pocket costs for consumers. This year, UnitedHealthcare and Optum Rx announced that generics and preferred brands in five vital drug categories will be covered at \$0 copay for fully insured members. Our distinct value proposition and expanding portfolio of innovative offerings are fueling growth and customer retention in a highly competitive market.

Differentiated approach to specialty pharmacy

Optum Rx solutions address the high cost of specialty drugs through integrated cost management. We help care providers identify the best treatment regimen, weighing clinical and financial information, to give customers a better, more affordable experience across their medical and pharmacy benefits.

Optum Rx is partnering with specialty pharmaceutical manufacturers to make therapies more affordable. We support a fair and competitive biosimilars market, while piloting programs to expand biosimilar adoption.

Finally, as the growing pipeline of rare disease and gene therapies offers the promise of life-altering outcomes for conditions that have historically been difficult or impossible to treat, we are working with payers and manufacturers to help patients access these life-changing therapies. Solutions include outcomes-based contracting, utilization management, networks, distribution solutions and risk management.

Simplifying the pharmacy experience

We simplify the pharmacy experience for our clients, care providers and consumers. Our pharmacies and services work together to meet people in their community, at their front door and inside their home, providing 20% higher medication adherence for maintenance medications compared to 30-day prescriptions at retail pharmacies.

Within our pharmacy care services, our multi-dose product creates simplicity for patients, our infusion services bring care conveniently into the patient's home, and our cell and gene therapy product delivers transparency and predictability to our clients.

Our rare and orphan drugs pharmacy serves patients with the most complex needs who face multiyear diagnostic journeys and are impacted by a multitude of pharmaceutical, medical and social issues. Optum Rx works closely with payers, care providers, patients and pharmaceutical companies to create a holistic, end-to-end experience to support each patient's needs. We are an innovator, well positioned to grow, as more orphan, rare, cell and gene therapies launch over the next several years.

Our home delivery pharmacy includes multi-dose packaging capabilities for people with multiple medications.

~520K

adjusted prescriptions
delivered to consumer
homes daily

\$71

average per script savings when a consumer acts on a savings opportunity

Our digital tools lead to a better consumer experience and higher satisfaction levels. Optum pharmacy was ranked as a Top 3 mail order pharmacy in a 2022 J.D. Power survey.

Consumers can search for their medication and compare pharmacy and alternative drug options online (OptumRx.com or Optum Rx mobile), at their care provider's office or on the phone with our customer service team.

Our self-service tools proactively notify patients if a drug or pharmacy savings opportunity is available. Individuals are able to act on these savings opportunities digitally, including automatically transferring their prescriptions to Optum home delivery pharmacy. One in four people are notified of a savings opportunity of \$5 or more and consumers save an average of \$71 per script when they act on a savings opportunity.

Optum Rx growth outlook

Optum Rx expects revenue to grow 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 services, such as home delivery, specialty pharmacy, infusion services and community pharmacies, that will allow us to grow faster than the overall market, while maintaining operating margins in our target range going forward.

