

# The Provider Experience Report: A focus on home delivery

Each year we assess and share out how providers embrace the benefits of mail order pharmacies. Patient medication cost savings and convenience are key factors in driving support for receiving prescriptions by mail using Optum<sup>®</sup> Home Delivery.

Mail order pharmacies have emerged as an important option for patients to fill their prescription medications for chronic conditions. The role providers have in recommending home delivery services to patients was explored in a 2020 Optum-sponsored blind study targeting a national health care provider panel.<sup>1</sup>

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**81% of provider respondents noted patient cost savings is the key reason for recommending home delivery.<sup>1</sup>**

Providers surveyed included those who submitted a prescription to a mail order pharmacy within the past year and practice as a endocrinologist/diabetologist, cardiologist, general/family practitioner, internal medicine, or psychiatrist. The study offered perspectives on provider engagement with mail order pharmacies and their thoughts on ways to improve the prescription-filling experience through these services.

While retail pharmacies provide the more common means for patients to obtain their prescription medications, about two-thirds of the providers surveyed said they were likely to recommend a mail order pharmacy to their patients.<sup>1</sup> The factors influencing their support:

- **81%** of providers noted prescription drug cost savings for their patients
- **78%** noted convenience to the patient

## Optum Home Delivery by the numbers (2022)

**17%**

Average cost savings per prescription with Optum Home Delivery vs retail<sup>2</sup>

**99.99%**

Pharmacy accuracy rate for home delivery Rx fills<sup>3</sup>

**4 out 5**

are highly satisfied with ease of fill<sup>4</sup>

**24/7**

Patient access to a pharmacist

Home delivery increases medication adherence\* (90-day home delivery vs 90-day retail)

**4.4%** for diabetes<sup>5</sup>

**4.2%** for hypertension<sup>5</sup>

**4.6%** for statins<sup>5</sup>

## Improving the process

The survey data provided constructive feedback from providers on ways to improve or enhance mail order pharmacies.<sup>1</sup> Two areas noted as potential barriers to recommending mail order services included:

- Need for patients receiving their medication on time
- Perceived value of patients' relationship with a local pharmacist

**Speed of medication delivery** is critical to any mail order process. Half of providers in the survey expected medication delivery to take between 3 to 5 days.<sup>1</sup> **This remains consistent with the turnaround time offered by Optum Home Delivery** on all standard orders. For expedited delivery needs, overnight shipping is available to get medication in the hands of patients quickly.

The impact of a **patient's relationship with a local pharmacist** is a consideration. Optum Rx continues to offer pharmacists available 7 days a week, 24 hours a day. Moreover, home delivery continues to increase patient savings<sup>2</sup>, safety<sup>6</sup> and satisfaction.<sup>7</sup>

To conclude, providers strive to deliver the best care to their patients, which includes ensuring easy access to the medication therapies needed to treat their conditions. Based on provider feedback from this important and timely survey, mail order pharmacies are seen by providers as a convenient and cost saving option that helps achieve that objective.

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**About 2/3 of the providers surveyed were likely to recommend a mail order pharmacy to their patients.<sup>1</sup>**

### What do we mean by "adherence"?

\*Simply put, adherent patients use their medications as directed. We use Proportion of Days Covered, or PDC, as used by the Pharmacy Quality Alliance, a recognized standards-setting organization.

### Sources

1. Home Delivery Provider Experience Survey/Optum Customer Insights, Optum Customer Office. 2020.
2. Internal calculation of patient cost savings assuming 2.5 copay at Home Delivery, Commercial population.
3. Internal Optum Rx analysis.
4. Internal transactional NPS (tNPS) scorecard Dec 2021.
5. Percentage Adherent Utilizers - Retail 30 vs. Retail 90 vs. Home Delivery 90, MAPD Population, 2021.
6. P.J. Campbell, M. Patel, et al. Systematic review and meta-analysis of community pharmacy error rates in the USA: 1993-2015. BMJ Open Quality v.7.
7. Internal NPS Scorecard, 2022 Patient NPS HD vs. Retail.



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