

Optum Rx

Fast Facts

>60M

People served

>1.3B

Adjusted scripts processed annually

~\$115B

Total prescription spend managed annually

\$45B

Annual specialty pharmacy spend managed

>600

Community pharmacies

Optum Rx is driving the integration of pharmacy and medical care and is uniquely positioned to serve patients with complex clinical needs and consumers looking for a better, more transparent digital pharmacy experience. Our innovations are delivering lowest net drug cost to clients, while our transparency tools show members and prescribers how much a drug will cost, recommend appropriate lower-cost alternatives and direct patients to the lowest-cost pharmacy.

Our comprehensive services include award-winning clinical programs, innovative specialty drug and formulary management approaches, and a digital-first consumer experience. Combined with our infusion services, community pharmacies and home delivery footprint, we are advancing a whole-person care approach.

- **Pharmacy Benefit Business.** Our pharmacy benefit business is the evolution of our differentiated pharmacy benefit manager (PBM) which directly negotiates on behalf of clients to drive value and affordability. Our pharmacy benefit business is best in class in client transparency, clinical policy and analytics, and solution-oriented services.
- **Pharmacy Care Services.** We help clients and individuals achieve better health outcomes and lower total costs by leveraging our pharmacy footprint to deliver an integrated experience across a patient's pharmacy, medical and behavioral health needs.
- **Specialty Pharmacy.** Through our omnichannel pharmacy, we deliver access to limited distribution drugs, comprehensive infusion pharmacy care, a supportive care provider experience and disease-area expertise. We go beyond transactional dispensing to deliver personalized, holistic care for people who are prescribed high-cost medications for complex conditions.
- **Infusion Pharmacy.** Our network of more than 1,100 nurses provides compassionate, convenient infusion therapy both at home and in our community infusion suites. We use advanced analytics to ensure drugs are administered at the most appropriate and cost-effective site of care.
- **E-Commerce Pharmacy.** Our home delivery business provides consumers with pharmacy benefits that improve convenience and savings, delivered in the safety of the home. Our innovations in home delivery focus on providing seamless refills and improved medication information while advancing the speed and quality of service to our e-commerce consumers. Our personalized multi-dose packaging solutions help consumers manage complex regimens of medications, supporting adherence and better health outcomes.
- **Community Pharmacies.** We operate more than 600 community pharmacies across the U.S., often located in community mental health centers, to better serve individuals with mental illness, substance use disorder and other complex conditions. These clinically integrated pharmacies achieve higher medication adherence, while significantly reducing emergency room visits, hospitalizations and the total cost of care.
- **Rare Disease and Gene Therapy Services.** As more high-impact therapies emerge to treat rare diseases, we are working to secure access to these therapies for consumers and support plan sponsors in managing costs and outcomes.
- **Direct-to-Consumer.** We offer a range of health products and services directly to consumers. Optum Store is on a mission to create a curated whole health experience that drives better health outcomes for all 330 million Americans irrespective of their insurance status, combining care, pharmacy and health and wellness products.
- **Physician and Consumer Digital Tools.** We are creating a better pharmacy experience for consumers with advanced digital capabilities. PreCheck MyScript instantly shows providers how much a drug will cost and recommends equally effective, lower-cost alternatives. MyScript Finder puts similar information at patients' fingertips through the Optum Rx mobile app and website.

Optum Rx

Growing value proposition of Optum Rx

Optum Rx is continually improving its business model to redefine and deliver greater value to our consumers, providers and clients.

We utilize the three core pillars of our business: a pharmacy benefit business which directly negotiates on behalf of our clients to drive value and affordability; pharmacy care services that are reducing the high cost of specialty drugs, offering in-home and outpatient infusion services, and extending access to behavioral health; and a growing direct-to-consumer business, built to offer a range of health products and services.

To continue to drive value, we are accelerating the integration of medical, pharmacy and behavioral care centered on treating the whole patient. We increasingly focus on improving health outcomes by powering clinical precision and empowering patients.

Customers benefit from the growing value we deliver through greater affordability, a more accessible and simpler experience, advocacy and compassionate care. Our transparent business model aligns consumer and client needs.

Our differentiated value proposition, along with an expanding portfolio of innovative offerings, is fueling growth and customer retention in a highly competitive market.

Differentiated approach to specialty pharmacy

Our team of highly trained clinicians and advocates addresses the specialty pharmacy needs of consumers, driving better outcomes and a tailored experience at lower costs.

Optum Rx also employs cross-benefit solutions to address the high cost of specialty drugs through integrated cost management. Our strategy is focused on simplifying processes and the care

provider experience. For example, we are enabling providers to identify the best treatment regimen, weighing clinical and financial information, to help customers have a better, more affordable experience across their medical and pharmacy benefits.

Optum Rx is committed to exploring continued affordability opportunities with specialty pharmaceutical manufacturers. We support a fair and competitive biosimilars market, while piloting programs to expand biosimilar adoption.

Finally, the growing pipeline of rare and gene therapies offers the promise of life-altering outcomes for conditions that have historically been difficult or impossible to treat. Optum is well positioned to manage the challenges presented by these ultra-high-cost therapies. We are organizing and developing solutions across the enterprise to support both payers and manufacturers to enable patient access to these life-changing therapies, including capabilities such as outcomes-based contracting, utilization management, networks, distribution solutions and risk management.

Expanding direct-to-consumer capabilities

Our ambition is to become the destination for consumer health, through a convenient, transparent and affordable platform that can serve consumers across their pharmaceutical, behavioral and clinical care needs.

The Optum Store health marketplace offers a cash pharmacy, virtual provider visits (both over text and video, in partnership with Optum Virtual Care), a growing diagnostics business and more. We are initially focusing on cash pay for generic medications, women's health and a mental health subscription service, and are launching expanded offerings with additional sub-specialties.

Our off benefits Optum Perks cash card solution, which is centered on price transparency and affordability, continues to evolve with consumer demand. We are integrating Optum Perks with the store, allowing for expanded service via mail order, as well as the existing retail solution.

Our multi-dose packaging service has been further integrated into Optum Rx's home delivery operations and has seen a meaningful increase in adoption. With a focus on consumers taking multiple medications, we are delivering an adherence rate greater than 90% for 30-day scripts for diabetes, hypertension and statins, compared to 60% to 70% at retail pharmacies.

Simplifying the pharmacy experience

We continue to invest in improving and simplifying the experience for our clients, providers and consumers.

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

Our Optum Frontier Therapies (OFT) business creates simplicity for the most complex patients requiring rare and orphan drugs. These patients face multiyear diagnostic journeys impacted by a multitude of pharmaceutical, medical and social determinants of health issues. OFT works closely with payers, providers, patients and pharma to create a holistic, end-to-end experience to support each patient's needs.

Our home delivery members substantially increased their use of our self-service digital tools to fill and refill prescriptions this year. The overall process was simplified and made more accessible. These advancements lead to a better consumer experience and higher satisfaction levels, as well as a 15% year to date reduction in the number of times a member contacted us for each prescription shipped.

Today, Optum Rx members can search for their medication and compare pharmacy and alternative drug options online (OptumRx.com or Optum Rx mobile), at their provider's office (PreCheck MyScript) or on the phone with our customer service team. PreCheck MyScript will be available to 90% of prescribing providers by year-end 2021. We have seen provider usage increase nearly 70% year over year in 2021. And importantly, people are saving on average \$225 per script by using PreCheck MyScript.

Self-service tools have been developed to proactively notify patients by email if a drug or pharmacy saving is available. Members are directed to a digital experience where they can take action on these savings opportunities, including automated switches to Optum Rx Home Delivery.

Optum Rx growth outlook

Over the long term, 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 our continued growth in pharmacy services, such as e-commerce, specialty pharmacy, infusion services and community pharmacies, will allow us to continue growing faster than the overall market, while maintaining operating margins in our target range going forward.