

Mail Service Member Select program

The right blend of cost-saving performance and member flexibility

As pharmacy costs rise, health plans are looking for new ways to save without compromising member satisfaction. The OptumRx® Mail Service Member Select program can help you reduce pharmacy spend and meet members' prescription needs by encouraging home delivery of ongoing maintenance medications.

A more flexible home delivery program

Mail Service Member Select allows plans to implement a home delivery benefit while giving members the flexibility to fill their maintenance medications via home delivery or at a retail pharmacy. That's because Mail Service Member Select has a member disenroll feature that helps minimize member disruption while still providing an attractive cost-saving strategy.

Similar to traditional mandatory mail programs, Mail Service Member Select requires members to use home delivery after two maintenance refills at retail. If members choose not to move to OptumRx home delivery, they are responsible for paying a greater share of their medications' cost. However with Mail Service Member Select, members may formally disenroll from the program by notifying UnitedHealthcare. Members who disenroll can continue filling maintenance medications at retail without paying a higher copay.

How Mail Service Member Select works

The program requires members to use home delivery after a specified number of maintenance medication refills at retail. After two grace refills, members must move to OptumRx home delivery or pay more for their medication at retail. Members may disenroll the Mail Service Member Select program by phone or through the UnitedHealthcare member portal.

Realized savings

As members move to mail service, you realize the value through increased cost savings. For example, a logistics and supply chain management company of 6,100 lives saved \$211,000 the first eight months after switching to Mail Service Member Select.

Individual client results may vary. Your UnitedHealthcare representative can determine if the program is the right fit for your organization.



Mail Service Member

Select is ideal for plans that want to achieve savings through greater home delivery utilization but are sensitive to member disruption. Many clients implement this program a stepping stone to a more assertive, mandatory home delivery program.

Communication and education to support member acceptance

Members are notified of the Mail Service Member Select Program by mail after their initial fill at a retail pharmacy. The letter explains that they must move to OptumRx home delivery or pay more for their maintenance medication at retail. After their second retail fill, they are contacted again by phone or mail with a similar message. In both instances, members are informed of the program's disenroll feature. Members can opt out of the program any time by calling the number on the back of their ID card.

In addition, members are educated about the many benefits of OptumRx home delivery including:



Convenient home delivery — Members receive up to a 90-day supply of medication delivered to their home in discreet, tamper-evident packaging. Standard delivery is free to all U.S. addresses.



Cost savings — Members typically save by ordering a 90-day supply, depending on their pharmacy benefit.



Pharmacist access — Licensed pharmacists are available 24 hours a day, 7 days a week to answer medication questions.

With 24/7 access, a pharmacist is only a phone call away.

As more plans take advantage of the cost-saving opportunities of home delivery, they also recognize the value of maintaining member satisfaction. Unlike some traditional mandatory mail programs, Mail Service Member Select provides a softer, more balanced approach to driving home delivery utilization while minimizing member concerns and disruption.

To learn more about how your organization can benefit from the **Mail Service Member Select Program**, contact your UnitedHealthcare representative.



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