



# Simple, safe and convenient

## Prescriptions delivered to your door with Optum<sup>®</sup> Home Delivery. We make it safe and easy for your members with:

### Packaging

- Fulfillment site's software determines how to pack an order based on the medication and destination temperature on the anticipated date of delivery
- Plain, non-branded packages conceal the prescriptions for discretion and theft prevention
- Rigorous safety and quality process ensures temperature-sensitive medications are refrigerated appropriately
- Eco-friendly packaging materials are biodegradable and recyclable
- Puncture-resistant and tamper-evident packaging

### Shipping

- Free, standard shipping through USPS, FedEx or UPS
- Most orders are processed in 3-5 days
- With a simple phone call, members can request a signature confirmation for delivery
- Members can call and designate a desired location to ship an order: home, office, friend or family member

### Pick up options

- Members can arrange to pick up their prescriptions from one of 30,000 secure FedEx or UPS locations across the nation
- Easy-to-use online tools gives members flexibility and helps them stay on track

### Disposal

- Members can request a Deterra<sup>®</sup> bag to dispose of unwanted medication by simply calling the number on their member ID card



**99.998%**  
dispensing  
accuracy<sup>1</sup>



**10** separate  
safety/quality  
checks<sup>2</sup>



**60** hours of  
maintained cold  
shipping temps<sup>3</sup>

# Frequently Asked Questions

Questions	Answers
<b>When does a medication require refrigeration?</b>	When a drug manufacturer determines that the medication will deteriorate after prolonged exposure to temperatures above refrigeration (36°–46° F), refrigeration is required to prevent the medication from losing effectiveness. We have protocols in place to help ensure we meet or exceed the drug manufacturer standards for medications that need to be refrigerated. Every item used to currently ship medications, from cold-chain related to room temperature/controlled room temperature are all tested via live-lane shipment testing in the peak of summer and winter.
<b>What medications are shipped refrigerated?</b>	Medications designated by the pharmaceutical manufacturer that need to be refrigerated to avoid break down.
<b>How are refrigerated orders packaged?</b>	We pack medications requiring refrigeration in insulated boxes (or coolers). Additionally, a combination of frozen and ambient gel packs is included with the order, depending on the destination temperature.
<b>How long does an order keep refrigerated?</b>	Packs are designed to last up to 60 hours in typical shipping conditions. More extreme conditions can shorten the life of the pack and under mild temperatures the pack can extend past 60 hours.
<b>What should a member do if there is a concern about the medication order?</b>	Our team of trained pharmacists will gather information from the member to determine the condition/ safety of the medication order. The team will ask about damage to the package, if medication feels warm to the touch, observing frozen gel packs for thawing, etc. If it is determined the medication is damaged, or is at risk of being unsafe, a new order will be shipped to the member.
<b>What carrier do we use to ship refrigerated orders?</b>	We use many different carriers, including FedEx, UPS, USPS, and other couriers.
<b>Are members notified if their delivery is delayed?</b>	We work with a third-party service to: <ul style="list-style-type: none"><li>• Make outbound calls to the member when packages are at risk of being delayed.</li><li>• Deliver delayed packages by special courier.</li><li>• Notify members in cases where the original shipment cannot be delivered.</li></ul>

Questions	Answers
<p><b>How do we protect orders from extreme heat/cold?</b></p>	<p>We use a dynamic, pack-out system which considers the temperature at the shipping destination and recommends the proper pack-out method to protect the prescription package. Pack-outs are designed and tested under a variety of conditions in lab settings and using real-world data. Using this data, we can determine the best way to pack/ship a medication to maintain contents at the manufacturer recommended temperatures. The system will also determine a “hold” condition if the temperature is expected to exceed the pack-out’s effective temperature range. Additionally, we use Next Day Air and Express Services, as well as recovery procedures in those cases where packages are delayed due to shipping interruptions. In some cases, medication orders are returned and repackaged with fresh cold pack gels.</p>
<p><b>When does an order require signature?</b></p>	<p>A signature is required for all controlled substances. When the member requests the order cannot be delivered without a signature.</p>
<p><b>How does a member utilize the alternative site pick-up option?</b></p>	<p>Members can have their prescriptions shipped to one of over 30,000 secure FedEx or UPS locations by visiting the courier’s website or calling Optum Rx to locate the most convenient pick-up site for no additional charge.</p>
<p><b>Is your packaging environmentally friendly?</b></p>	<p>We are an industry leader in the use of environmentally friendly packaging. Our packaging insulation is recycled cotton, which can be composted, recycled, or turned in to retail partners such as H&amp;M and Patagonia to be repurposed into new products. The gel packs are not only drain safe; they can be used for plant food.</p>
<p><b>Do we limit cold shipping to just the summer months?</b></p>	<p>No. We have cold chain shipments year-round. Packs are engineered for hot and cold months. If the destination temperature is over 120°F degrees or below 33°F we will hold the order and contact the member.</p>
<p><b>For warm states, can we ship every medication in refrigeration?</b></p>	<p>Any medication that requires refrigeration is shipped that way. Many medications do not need to be refrigerated for the short time they are exposed to the hot environments found in warmer states. For example, in one test, a medication was stored at 120°F continuously for six months and was not adversely affected.</p>

<sup>1</sup> Optum Rx internal analysis. 2020.

<sup>2</sup> Optum Rx operations. Documented steps for order intake, dispensing, and shipping processes. 2020.

<sup>3</sup> Optum Rx operations. For refrigerated medications, our packs have been tested and keep medications cold for more than 60 hours. 2020.

Optum Home Delivery is a service of OptumRx, a subsidiary of UnitedHealth Group.

Optum is the Pharmacy Benefit Plan Administrator for Oxford members.

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