

Better engagement delivers the best specialty outcomes



More than ever, the complexity and cost of specialty therapy demands an advanced approach to managing drug spend and member care. That's why Optum[®] Specialty Pharmacy leverages the extensive data resources, connection points and systems to help take care of your members.

Through our smart-touch approach to care, your members don't have to manage their conditions alone. They can count on expert guidance, helpful education and genuine compassion throughout their entire course of treatment.

From their first call, members know what comes next. Our clinical experts guide each individual through their prescribed treatment regimen to ensure safe, effective and timely administration. We help them learn how to administer their medications and to manage the potential side effects.

Throughout their care journey, members receive ongoing monitoring by our experienced clinicians through our unique member care approach, Optum[®] Therapy Solutions, along with continuous support for medication refills, questions or concerns. And because we can intervene at critical support and decision points, we can provide both member and provider a comprehensive view that allows for informed, smart decisions.

Patient-focused teams

The clinical management programs within Therapy Solutions can help your members successfully learn how to administer their specialty medications and to manage the side effects of chronic health conditions, including cystic fibrosis, hereditary angioedema, hemophilia and other bleeding disorders, inflammatory conditions, multiple sclerosis and oncology.

Our proactive member contact and tailored oversight, along with our timely physician interventions should a medication issue develop, can help your member achieve the best possible outcomes. Your member's physician receives fewer calls regarding side effects and other medication issues, and your members experience fewer potential emergency room visits or unplanned hospitalizations.

Dedicated and specialized patient-focused teams



Patient advocacy team

Clinical expertise, connected touch points, prescriber partnerships, smart touch outreach to drive engagement



Clinical evaluation and care strategy

Efficient onboarding and assessment, gap identification, actively addressing health care and financial needs



Validation and reporting

Activity-based reporting to drive next best action, intervention outcomes to prove value

Our clinical management programs make a measurable difference

Targeted therapy management	Educational materials	Personalized services
<ul style="list-style-type: none">• Counseling for all new members• Ongoing counseling as needed• Identifying and closing gaps in care• Hospital discharge follow-up	<ul style="list-style-type: none">• First order materials• Condition-specific information and supplies• Condition-specific videos	<ul style="list-style-type: none">• Clinical management program• Provider outreach• Financial resources• 24/7 pharmacist support



Member tools and resources

Optum Specialty Pharmacy also offers Optum® Connections, a suite of tools that help patients understand their complex conditions, manage their specialty treatments, and live their best possible life. The suite includes patient care packages for side effect and adherence management, personalized video series, and our first-to-market, award-winning virtual visits with highly trained specialty pharmacists. We also provide web and mobile technologies – all designed to help the patient firmly on the road to better health.



We deliver more value with pharmaceutical manufacturers

We leverage our size and scale to drive additional value when contracting with pharmaceutical manufacturers for medication costs, rebate amounts and price protection considerations. Our relationships with more than 100 pharmaceutical manufacturers help us provide superior access to specialty medications, including limited distribution drugs, at competitive costs.



We make it easier for prescribers to provide the best care for your members

Optum Specialty Pharmacy works hard to ease the specialty therapy administration process for prescribers and their medical office team, allowing them to focus on providing the best care possible for your members. That's why we offer:

- A physician portal that shows prior authorization updates, prescription status, clinical updates and other assessment information
- Comprehensive reporting that details intervention activity and clinical outcomes



Reporting

The interactions we have with members are important to ensure optimal care, but we also realize it's important for you to see how many of your own members we are helping. We provide comprehensive reporting on consultations, interactions, education and interventions.

About Optum

Optum is a leading health services innovation company dedicated to helping make the health system work better for everyone. With more than 160,000 people collaborating worldwide, Optum combines technology, data and expertise to improve the delivery, quality and efficiency of health care.

To learn more about our personalized care, call **1-855-427-4682** or visit **specialty.optumrx.com**.



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