

Mail Service Member Select Program

The ideal blend of cost-saving performance and flexibility



Leverage the power of OptumRx® Mail Service Pharmacy

Increasing mail service usage is a proven strategy for controlling rising pharmacy costs.

Yet when it comes to mail service programs, many employers are sensitive about member satisfaction. The Mail Service Member SelectSM program provides an effective balance between achieving cost savings through greater mail service usage and providing members a choice in how they receive their maintenance medications.

A more flexible mail service solution

The new Mail Service Member Select program allows employers to capitalize on the many advantages of a mail service benefit, while giving members the flexibility to fill their maintenance medications via mail service or at a retail pharmacy. That's because this program allows members to decline mail service if they choose. This option helps maintain member satisfaction, while continuing to help manage pharmacy benefit costs.

How Mail Service Member Select works

Similar to other traditional mandatory mail programs, Member Select requires members to use mail service after a specified number of maintenance medication* refills at a retail pharmacy. If a member chooses not to move to OptumRx Mail Service Pharmacy, they are responsible for paying 100 percent of their drug's cost.

However, with Member Select, members may decline the program for one year at a time by notifying OptumRx® by phone or online through their pharmacy benefit website. Members who decline may continue filling maintenance medications at retail without paying more. After one year, if they still do not wish to participate in the program, they can renew their decision for another year.

*Does not apply to drugs in the Specialty medication program

Communication and education support member acceptance

Members are notified of the Member Select program by mail after their initial fill at a retail pharmacy. The letter explains they must move to OptumRx Mail Service Pharmacy or pay more for their maintenance medication at retail. They are contacted again by phone or mail after their second retail fill with a similar message. In both instances, members are informed they may decline to use mail service. These communication campaigns will re-occur for any new, qualified maintenance medications members may be prescribed during the original, one year period of time in which they chose to decline mail service.

In addition, members are educated about the many benefits of the mail service pharmacy including:



Convenient home delivery — Members receive up to a three-month 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 three-month supply, depending on their pharmacy benefit.



Talk with pharmacists — Pharmacists are available 24 hours a day, seven days a week to answer medication questions.

To learn more about how your organization may benefit from the Mail Service Member Select program, contact your UnitedHealthcare representative.

UnitedHealthcare
Insurance Company

