

## Company Overview

With more than 20 years of experience, OptumRx™ is one of the largest Pharmacy Benefit Managers (PBMs) in the United States, based on total claims volume and drug spend managed.

- Provides a full spectrum of pharmacy services, all rooted in evidence-based clinical and technological innovation to improve health outcomes and reduce health care costs.
- We have the resources and capabilities of a large PBM, with the flexibility and personalized service that clients need. They benefit from our operational expertise, unparalleled service, an industry-leading emphasis on maximizing generic drug usage, and a deep understanding of how to customize and cost effectively manage pharmacy benefits.
- OptumRx is part of Optum™, a leading health services company comprised of three market-leading businesses — OptumRx™, OptumHealth™ and OptumInsight™. The strong synergies between these companies enable us to deliver smarter, more cost-effective medical, pharmacy and health and wellness solutions.

### Clinical Excellence

Delivering quality health care is our top priority. Our clinical programs and services address care components across more than 200 disease states and conditions.

- We integrate medical, pharmacy and clinical data in a way that supports member health awareness and behavior. This enables us to apply the full breadth of our resources to managing costs by achieving healthier outcomes.
- Generic medications provide excellent value and quality for consumers and payers. Our industry-leading generic utilization rates reached 75.6 percent in Q3 2011.
- We manage specialty pharmacy benefits across nearly all of UnitedHealthcare's businesses. Services include patient support and clinical programs that ensure quality and value for members. This is crucial to managing overall drug spend, as biologics and other specialty medications are the fastest-growing pharmacy expenditures.

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### Optum

We are part of Optum, one of the world's largest providers of integrated health services. With a workforce of 30,000, Optum serves:

- 250,000 health professionals and physician practices
- 6,200 hospitals and facilities
- More than 270 state and federal government agencies
- Over 2,000 health plans
- 40 percent of the FORTUNE 500
- 400 global life sciences companies
- One in five U.S. consumers

### OptumRx

- Will process an anticipated 370 million adjusted retail, mail and specialty drug prescriptions in 2011
  - Manages approximately \$23 billion in drug spend
  - Maintains a national network of 64,000 retail pharmacies, and operates state-of-the-art mail service facilities
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## Client and Consumer Focused Culture

Understanding client and consumer needs and delivering best-in-class customer service and experience sets us apart from other PBMs. It is also an integral part of the OptumRx culture. More than 50 percent of our workforce has been certified in our Client and Consumer Experience Program<sup>SM</sup>. This unique program is one way we empower our employees to resolve issues and deliver an outstanding experience at every client and consumer interaction.

## Innovative Tools and Strategies

OptumRx excels at developing innovative and integrated health service tools and strategies to manage pharmacy cost trends. These include our Value Pharmacy Network and Value Optimizer<sup>SM</sup> Prescription Drug List.

- By filtering 100 percent of claims through our Real-time Audit System, we can reduce errors often before payment, and help ensure claims are correctly processed and paid. This improves quality and reduces the cost and time required to recover dollars after they have been paid out for fraudulent or erroneous claims.
- We offer two online support tools to help employers and consultants better understand the various approaches and cost drivers associated with pharmacy plans. Our Pharmacy Benefit Advisor<sup>SM</sup> and Employee Benefit Advisor<sup>SM</sup> tools help them control and adjust plan attributes based on their goals and priorities, and member preferences.
- Our online Prior Authorization (PA) service streamlines submission, review and approval of PA requests, providing physicians with real-time responses in most instances.

## Steady Growth and Financial Performance

OptumRx is growing steadily. Our revenues increased over 400 percent from 2006 through 2010, while our membership doubled.

We continue to enhance our IT infrastructure, including a new mail service system and expanded web portal capabilities. Investments have also been made in product development, clinical programs, client management, data analytics and reporting, and sales. We've also increased productivity and capacity at our state-of-the-art mail service facilities.

UnitedHealth Group is recognized as an industry leader in innovation, infrastructure and product integration investment, all of which benefit OptumRx and our customers.



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OptumRx<sup>TM</sup> specializes in the delivery, clinical management and affordability of prescription medications and consumer health products. We are an Optum<sup>TM</sup> company — a leading provider of integrated health services. Learn more at [www.optum.com](http://www.optum.com).

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## Consistently recognized for service and clinical excellence

- The Prescription Solutions Call Center has been recognized by J.D. Power and Associates for providing "An Outstanding Customer Service Experience."<sup>1</sup>
- 2011 American Business Awards<sup>SM</sup> (aka Stevie<sup>®</sup> Award) for Best Customer Service Department of the Year across all industry groups
- 2011 Chief Learning Officer's LearningElite, for exemplary workforce development strategies delivering business results
- 2011 Contact Center World Awards: Three Gold Awards — Best Contact Center (Large), Best Customer Service, Best Trainer; Two Silver Awards — Best Technology Innovation, Best Community Spirit
- 96 percent overall member satisfaction rate with OptumRx Mail Service Pharmacy<sup>2</sup>
- Verified Internet Pharmacy Practice Sites<sup>CM</sup> (VIPPS<sup>®</sup>) reaccreditation by the National Association of Boards of Pharmacy<sup>®</sup> for web-based pharmacies
- TIPPS: Fourth consecutive re-certification for 2012 by HR Policy Association for meeting unique PBM transparency standards
- 2010 Platinum Award for the Multiple Sclerosis Clinical Management Program — URAC Best Practices in Health Care Consumer Empowerment and Protection
- Net promoter score consistently above 60 percent, considered best in class for customer loyalty<sup>3</sup>
- eHealthcare Leadership Award for Best eBusiness site: Gold (2010), Silver (2009) and Best overall site: Gold (2009)
- 2011 American Society for Training and Development's (ASTD) Best Award for Customer Advocacy — our 2nd time receiving this honor. In 2009 we were the first PBM honored for its successful Customer Advocacy initiative.
- 2009 Gold MarCom Award in Writing / Web Copy from AMCP
- First PBM to earn all four URAC Pharmacy Quality Management accreditations

1. For J.D. Power and Associates 2011 Call Center Certification Program<sup>SM</sup> information, visit [www.jdpower.com](http://www.jdpower.com).

2. OptumRx Mail Service Satisfaction Survey, December, 2010.

3. Net Promoter Score is 62.3 based on 348,305 member surveys conducted January 1-July 31, 2011. Definition and methodology: [www.netpromoter.com](http://www.netpromoter.com)