



Journey of a Script

Member Resources

Your guide to resources via Optum Rx

October 20th, 2026

Agenda

1 Prescription Creation

2 Member Tools

3 Pharmacy Network

4 Dispensing & Pickup

5 Recap & Closing

Enabling providers

Improving access and care through Electronic Health Record integration and automation

Get onto therapy faster with PreCheck Prior Authorization



Simple and efficient

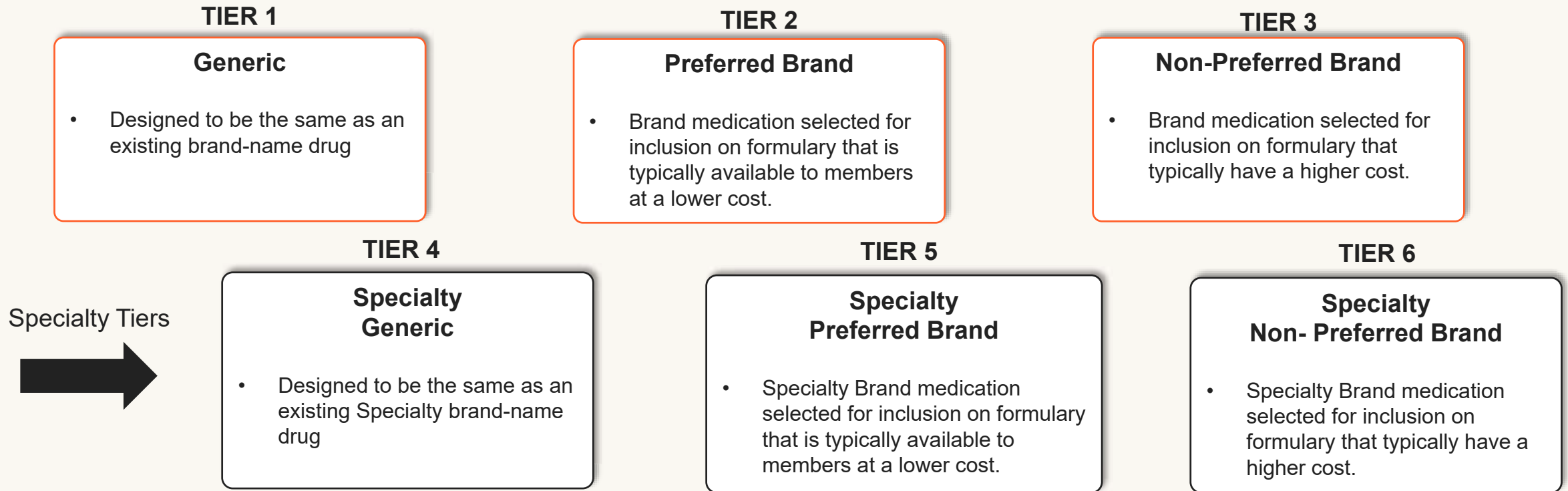
Over 64%

of electronic prior authorizations are auto-decisioned in real-time

<30 seconds

average time for prior authorization approvals

High Option - Medication Tier explanation



- **Specialty Drug:** High costing medications used to treat complex, chronic, or rare conditions. Often require special handling, clinical monitoring, patient educations, care coordination, or administration by a healthcare professional.
- **Biosimilar Drug:** A biologic medication that is highly similar to an FDA approved biologic and has no clinically meaningful differences in safety, effectiveness, or quality. May offer cost savings compared with the reference product.

Consumer Driven Option - Medication Tier explanation

TIER 1

Lower-cost

Medications that provide the highest overall value. Mostly generic drugs. Some brand-name drugs may also be included.

TIER 2

Mid-range cost

Medications that provide good overall value. A mix of brand-name and generic drugs.

TIER 3

Highest-cost

Medications that provide the lowest overall value. Mostly brand-name drugs, as well as some generics.

- **Specialty Drug:** High costing medications used to treat complex, chronic, or rare conditions. Often require special handling, clinical monitoring, patient educations, care coordination, or administration by a healthcare professional.
- **Biosimilar Drug:** A biologic medication that is highly similar to an FDA approved biologic and has no clinically meaningful differences in safety, effectiveness, or quality. May offer cost savings compared with the reference product.

Trivia #1



What percentage of drugs dispensed across the U.S. are generics?

- a) 90%
- b) 80%
- c) 70%

Member Portal: Drug Pricing and Savings Tools



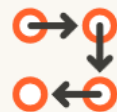
Drug Pricing Tool

Compare medication costs across pharmacies



Savings Center

Opportunities to save on current prescriptions



Formulary Search

Verify drug coverage, tier status, and copay details



Cost Estimator

Browse the full list of covered medications



Prior Authorization Status

Review status of active Prior Authorization

Member Portal

Access to plan design and coverage information

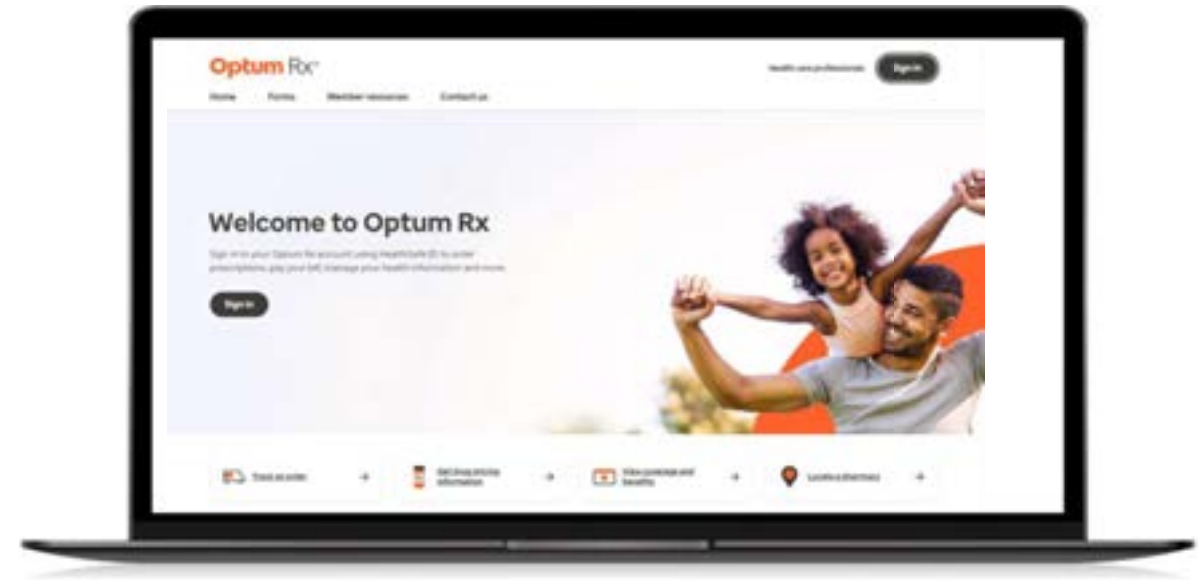
Consumer Driven Option

www.myuhc.com



High Option

www.OptumRx.com

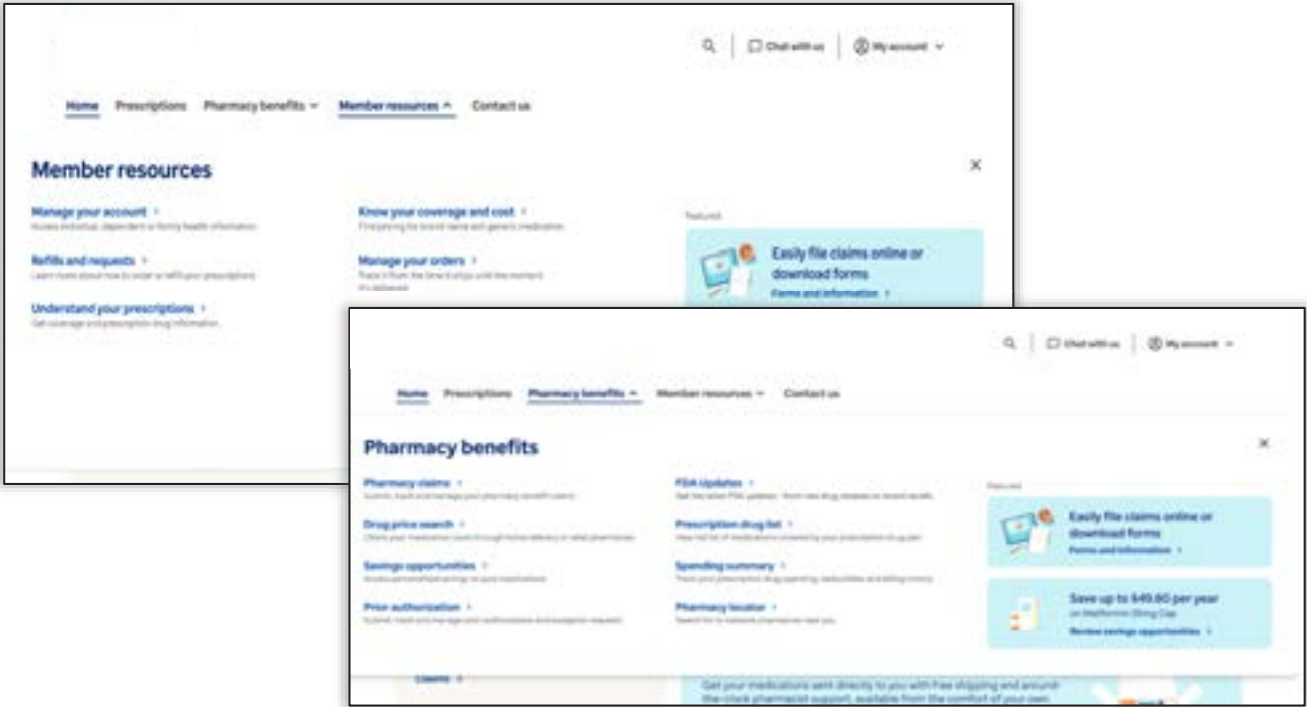
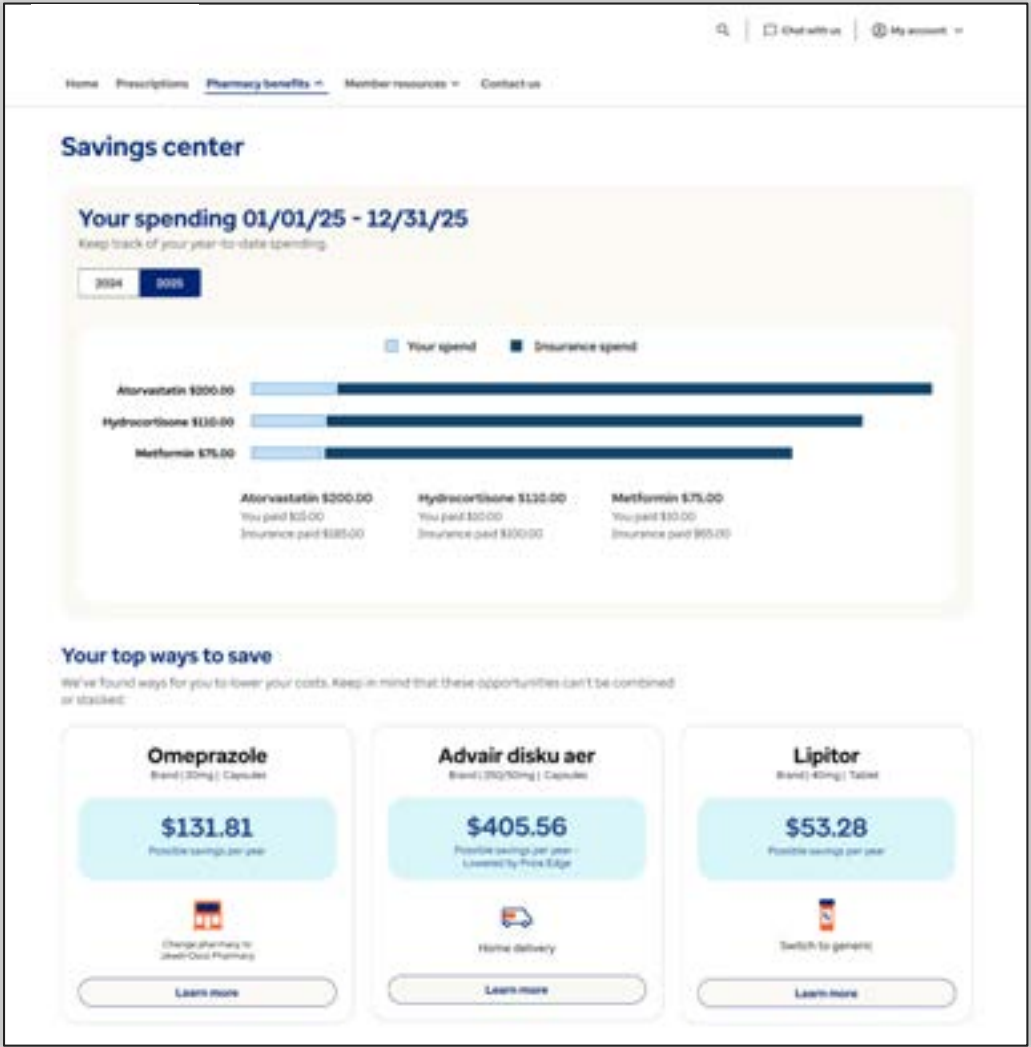


New plan member registration begins January 1!

Member Portal

Convenient tools for today's on-the-go consumers

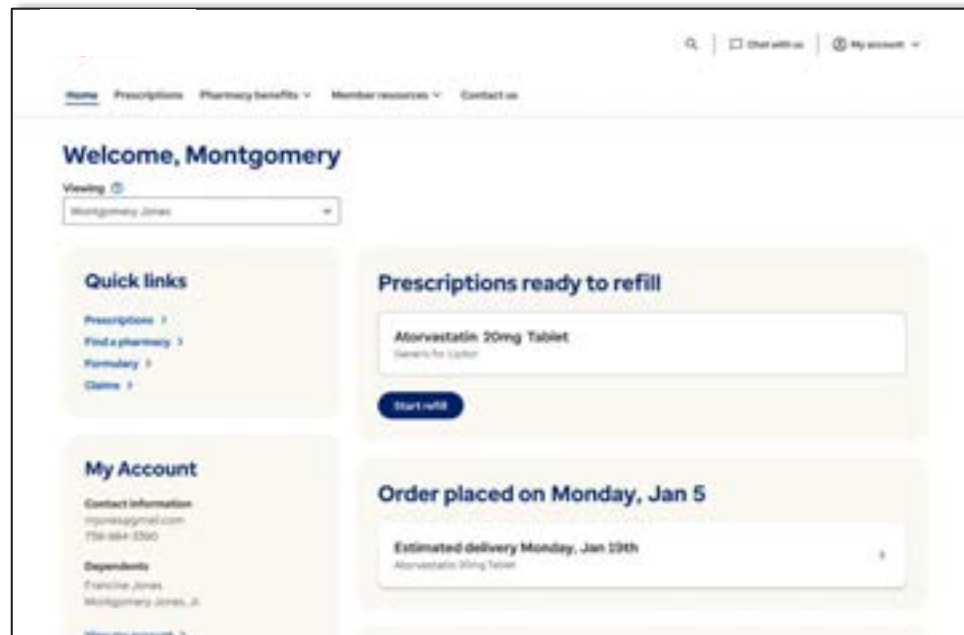
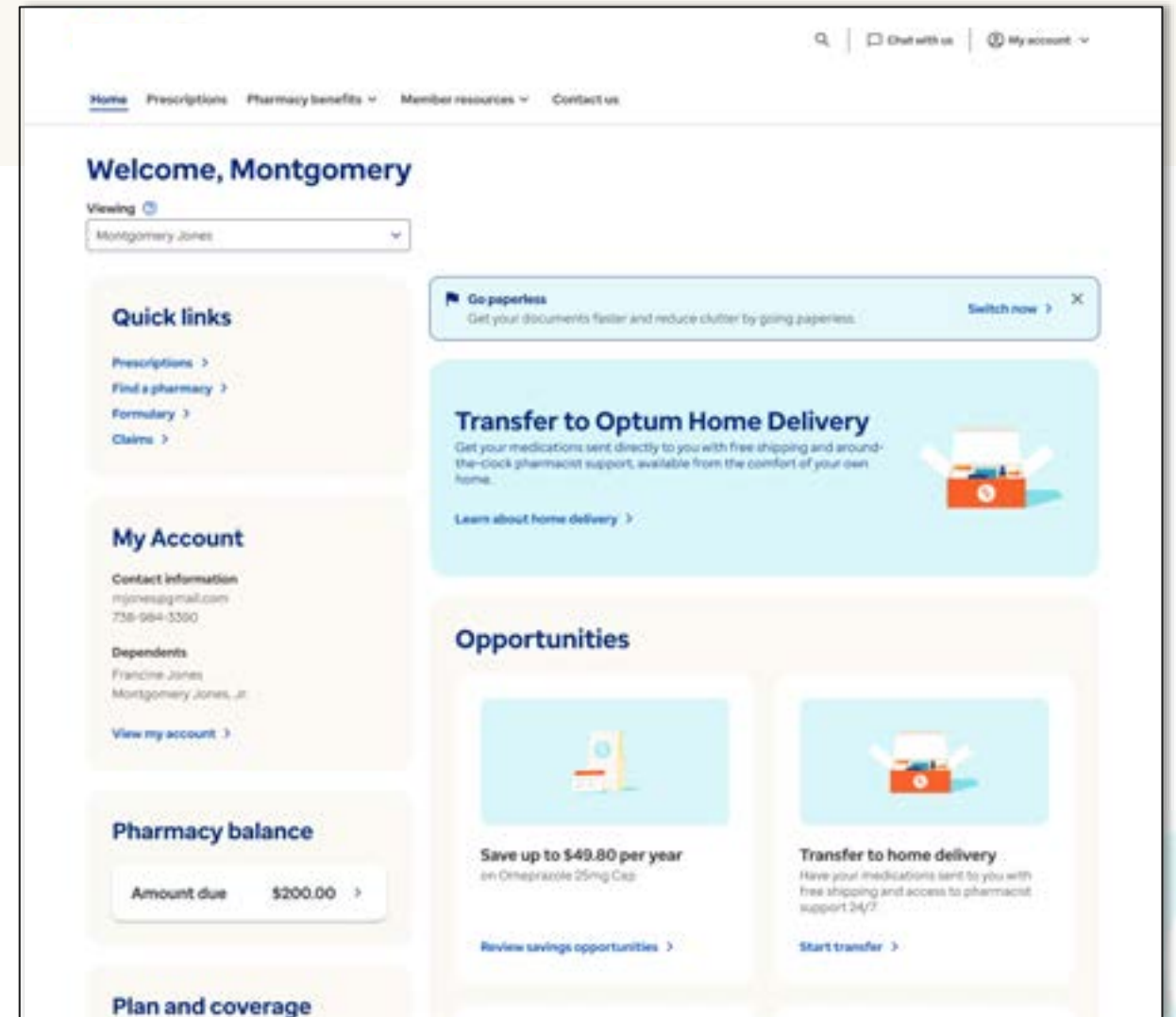
The web portal is packed with self-service tools that make it easier to manage pharmacy benefits



Member Dashboard

Personalized access to key actions and insights

- Important alerts and reminders
- Quick links
- Savings opportunities and order status



Trivia #2

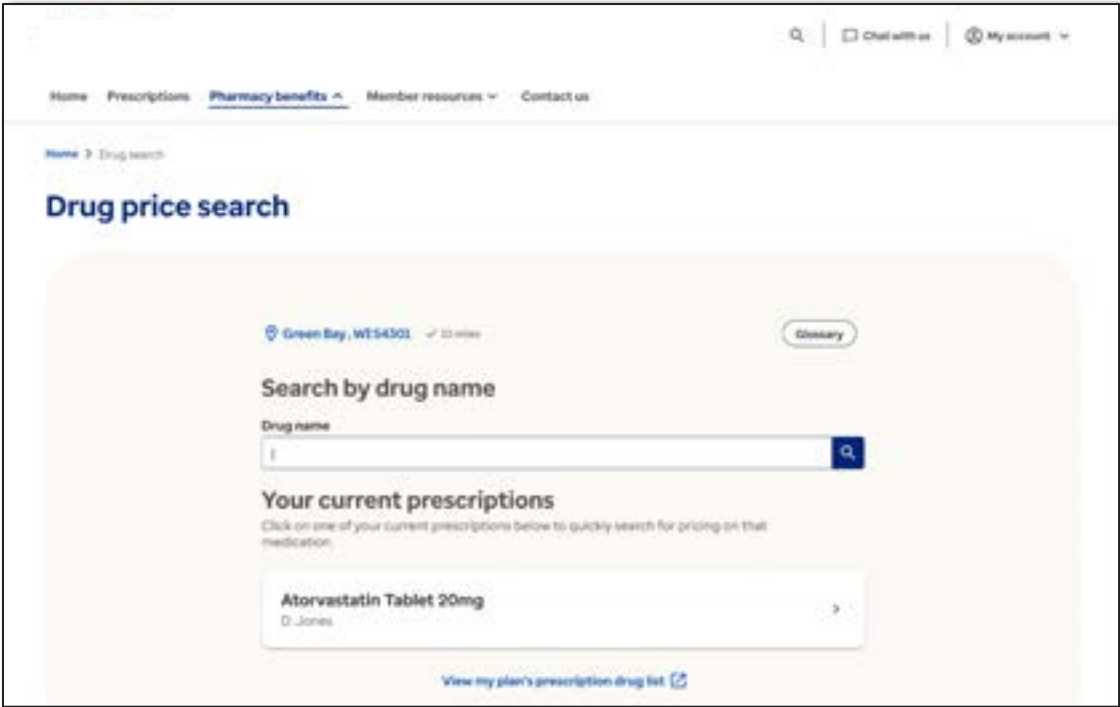
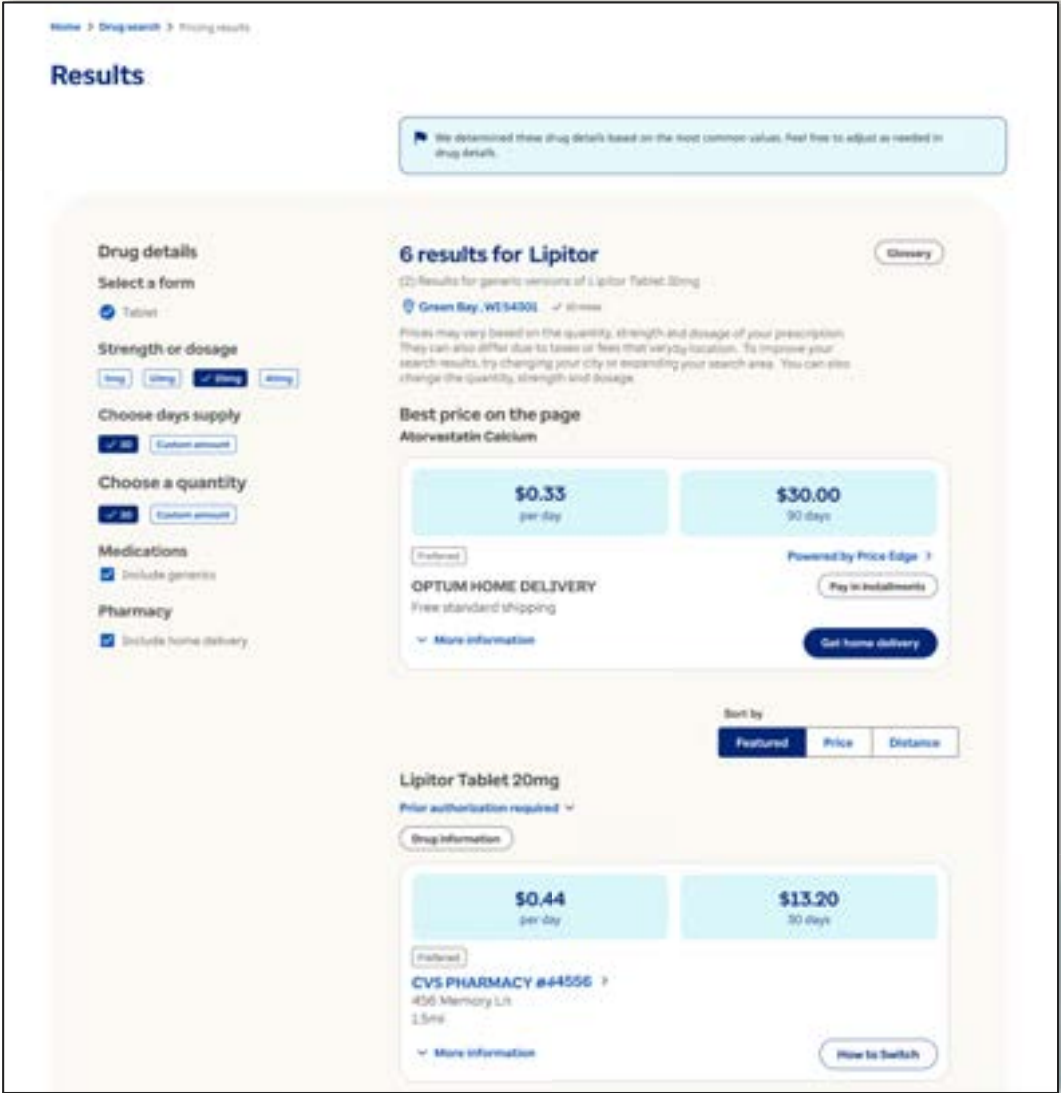


How much does the average specialty medication cost?

- a) \$1,500
- b) \$4,500
- c) \$9,000

Drug Price Search

Get accurate drug pricing at local retail and Home Delivery pharmacies

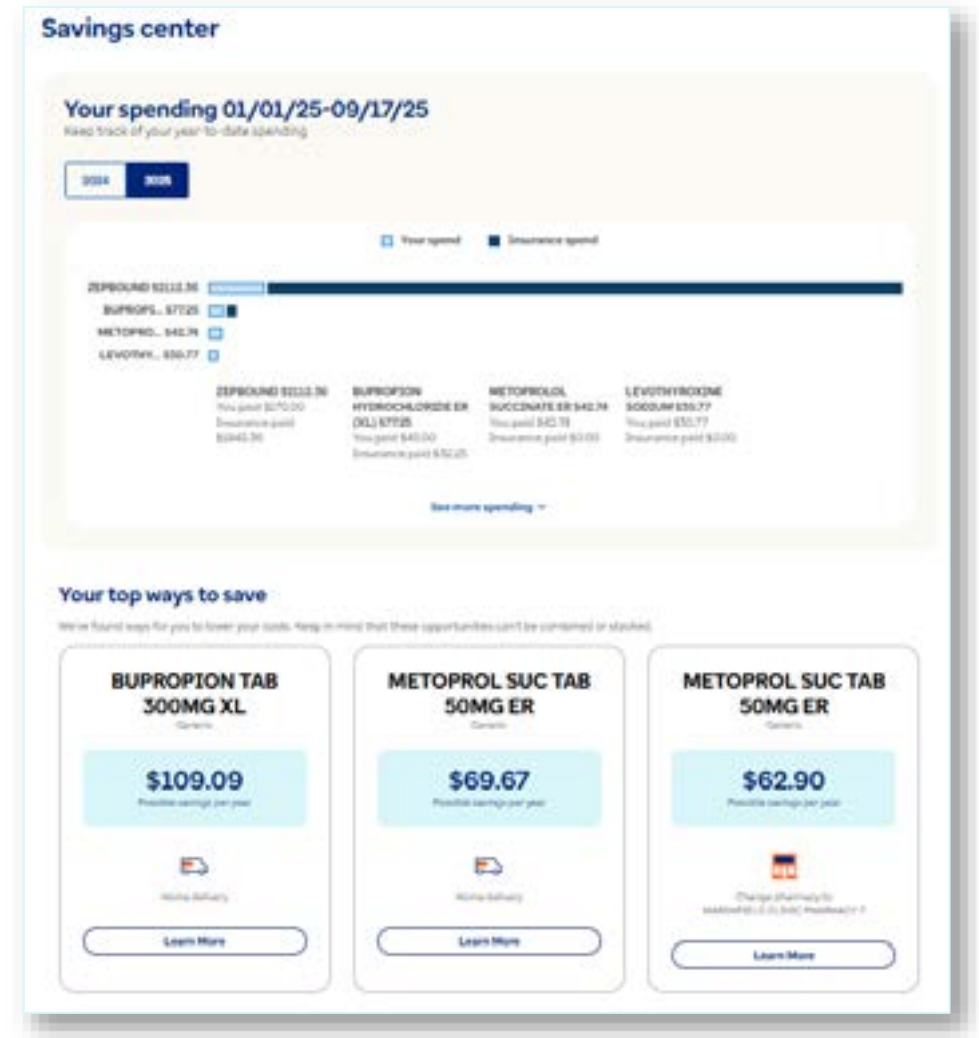


Savings Center



The Enhanced Savings Center :

- Savings to help find the best possible price for medications
- Alternative medication and pharmacy opportunities
- Understand a prescriptions cost
- Understand how the plan works



Trivia #3



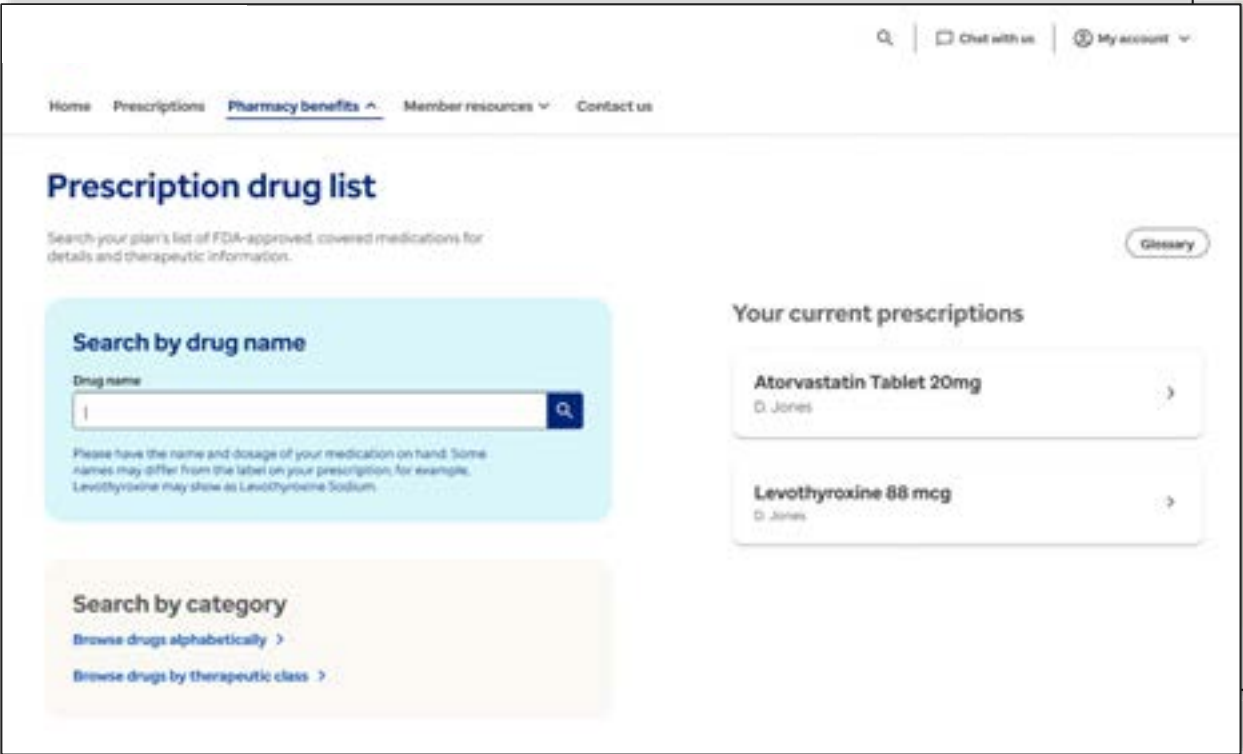
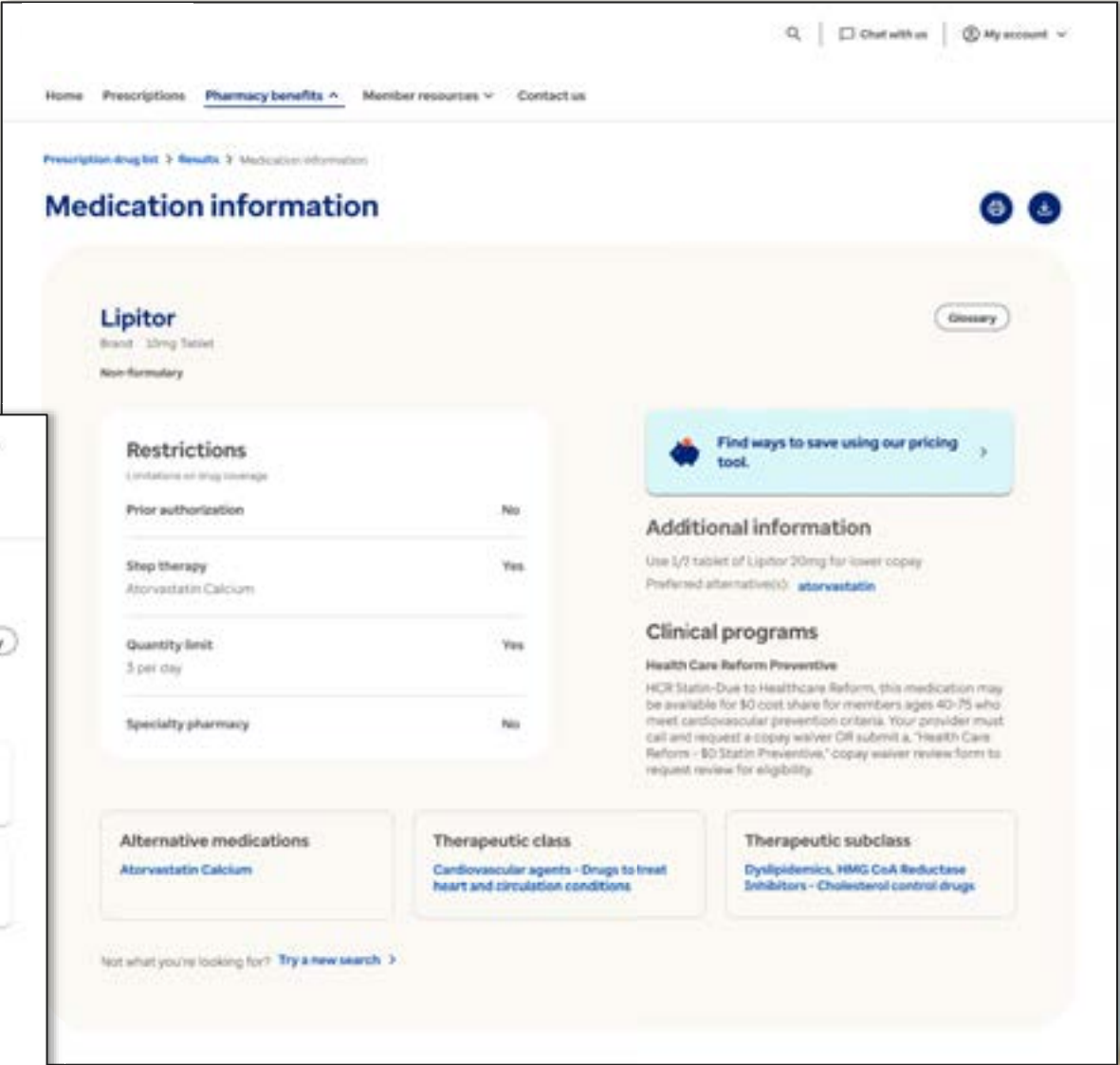
What are the possible ways Optum Rx may share prescription savings with you?

- a) Phone call
- b) Email
- c) Savings Center via the app or web portal
- d) When you call the 800#
- e) All the above

Prescription Drug List

Verify medication coverage

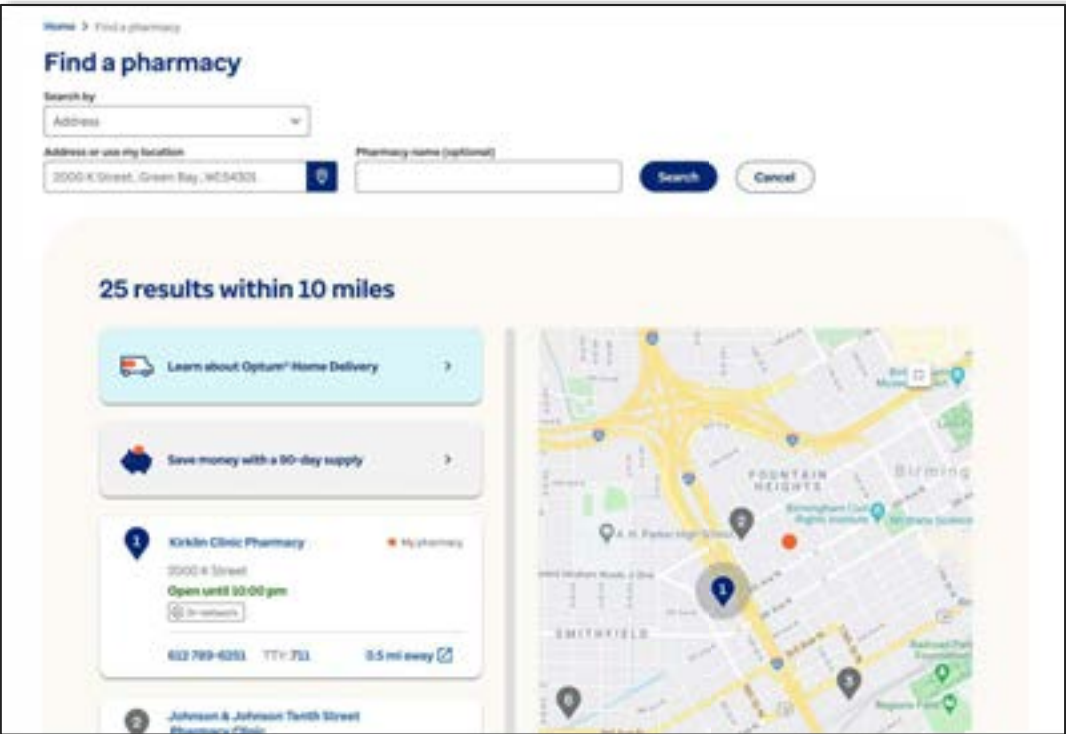
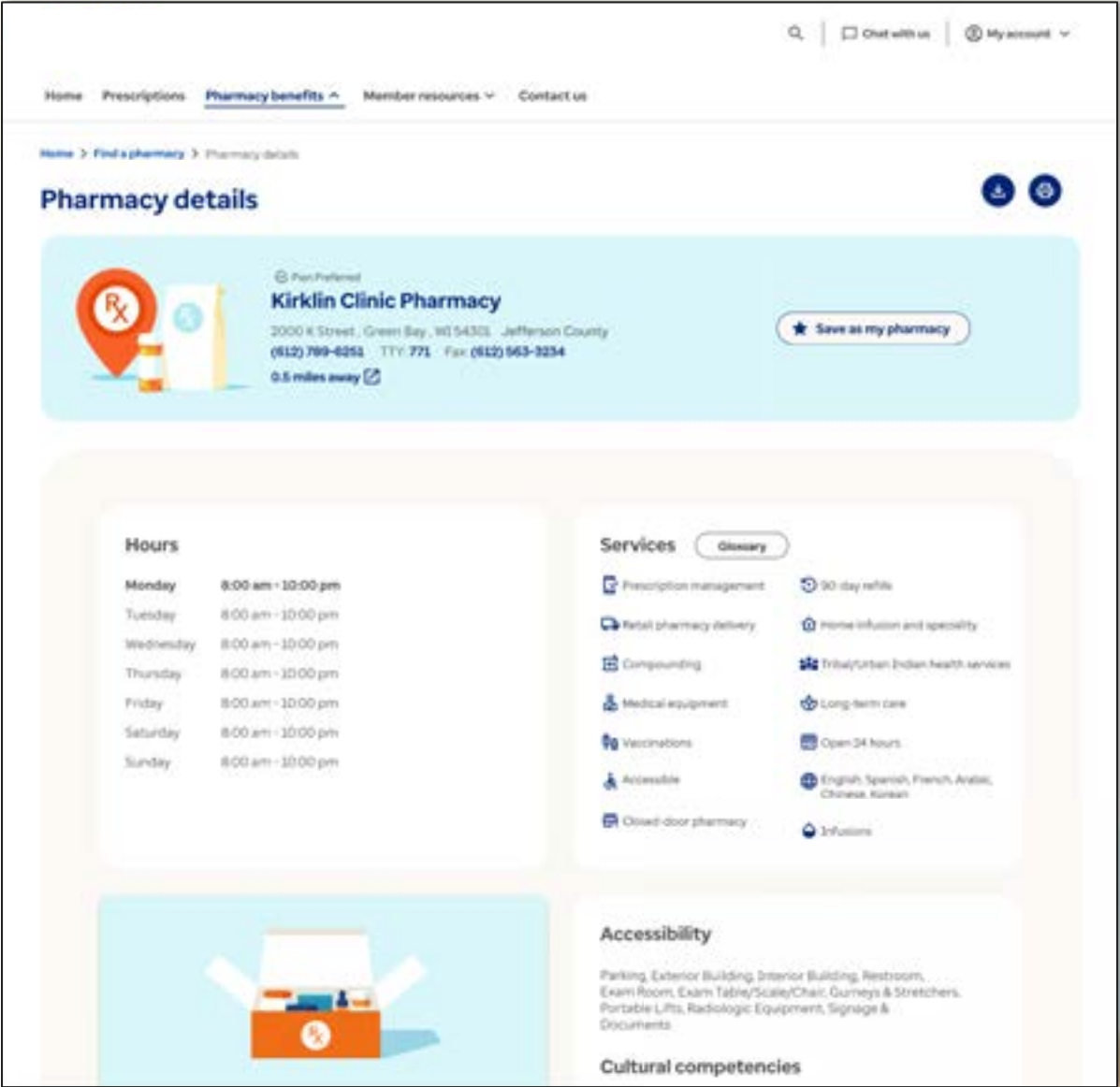
Confirm whether a medication is covered and review any associated clinical programs



Find a Pharmacy

Find a local retail pharmacy

Search for retail pharmacies within your network and narrow down the options by the services they provide



Trivia #4



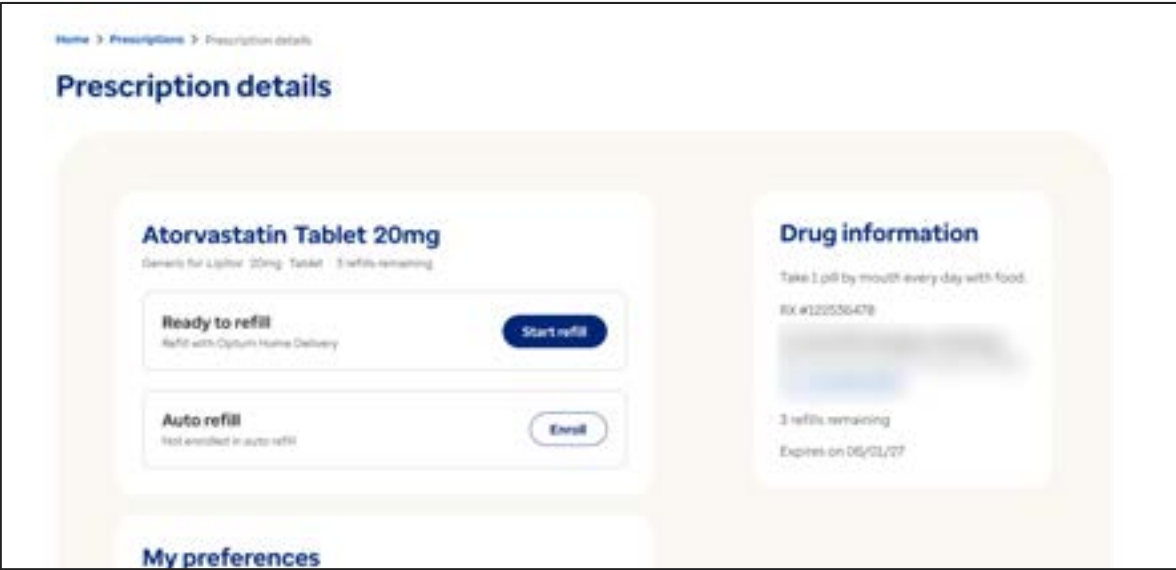
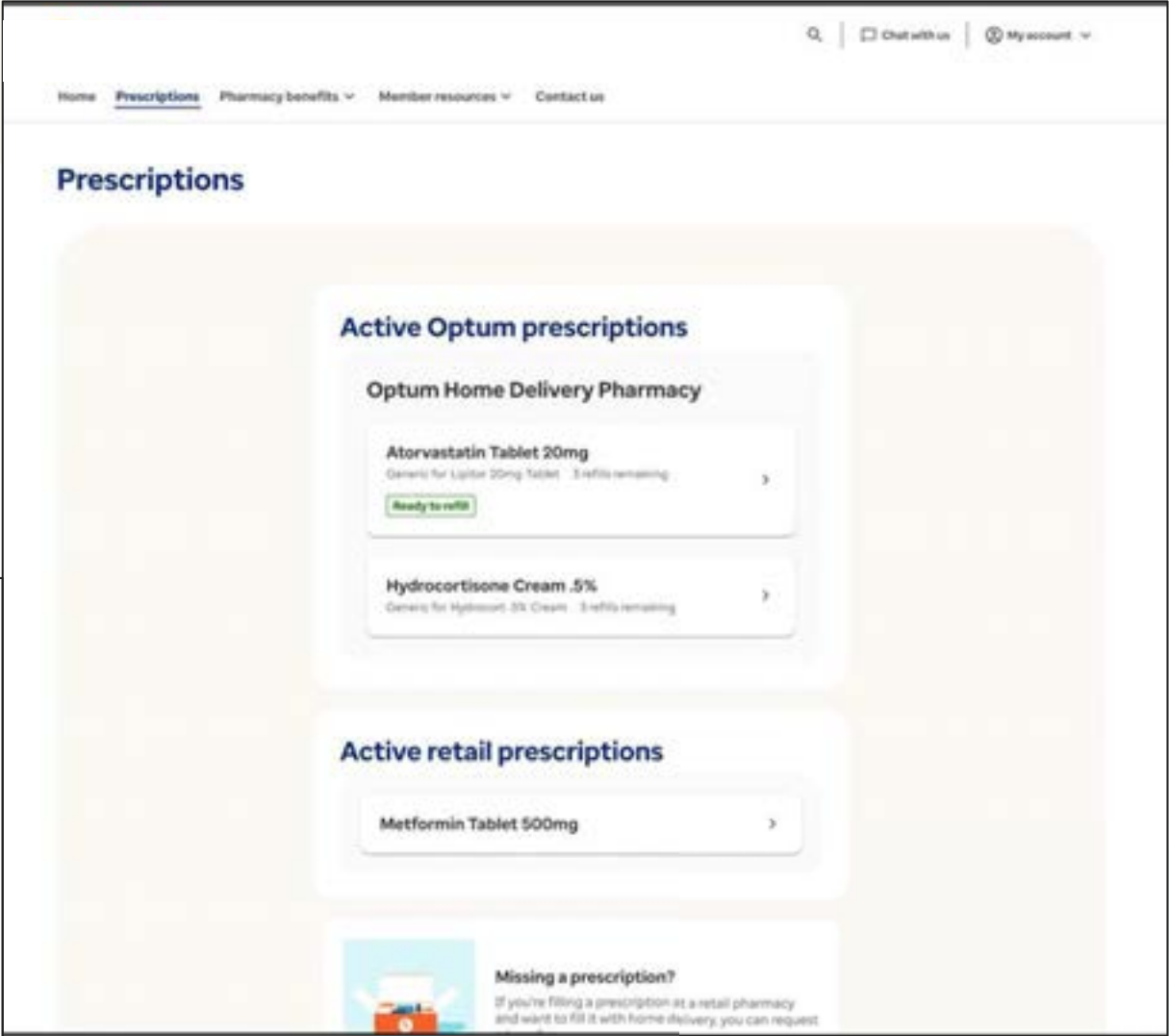
How many retail pharmacies are in network with Optum Rx?

- a) 5,000
- b) 20,000
- c) 65,000
- d) 1 Million

Prescriptions

View a listing of current and past medications for home delivery, retail and over-the-counter

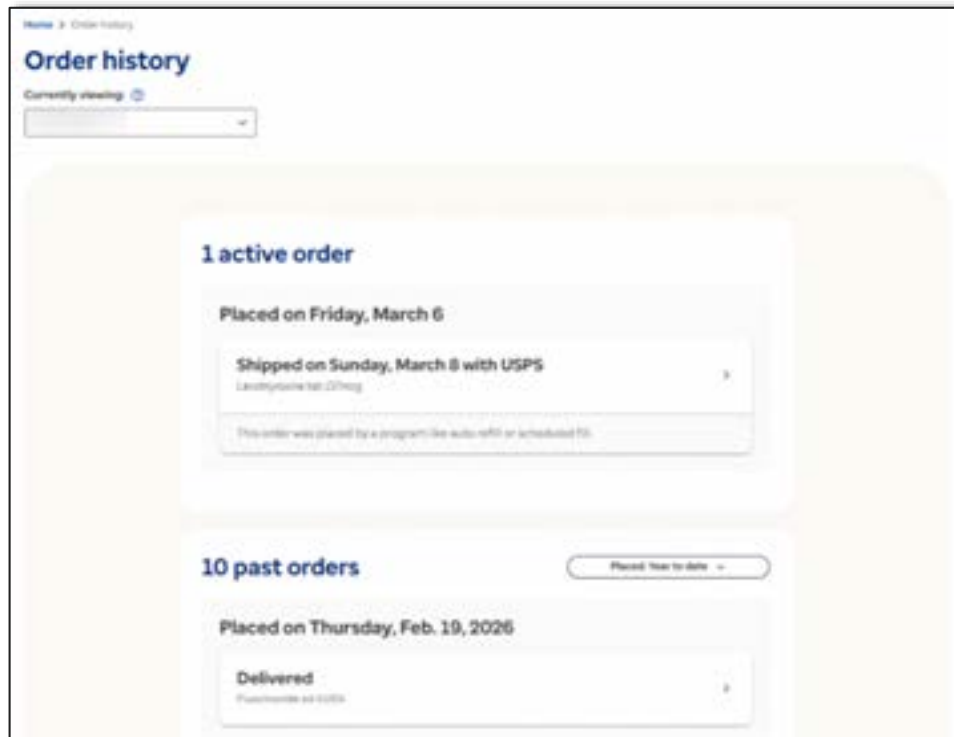
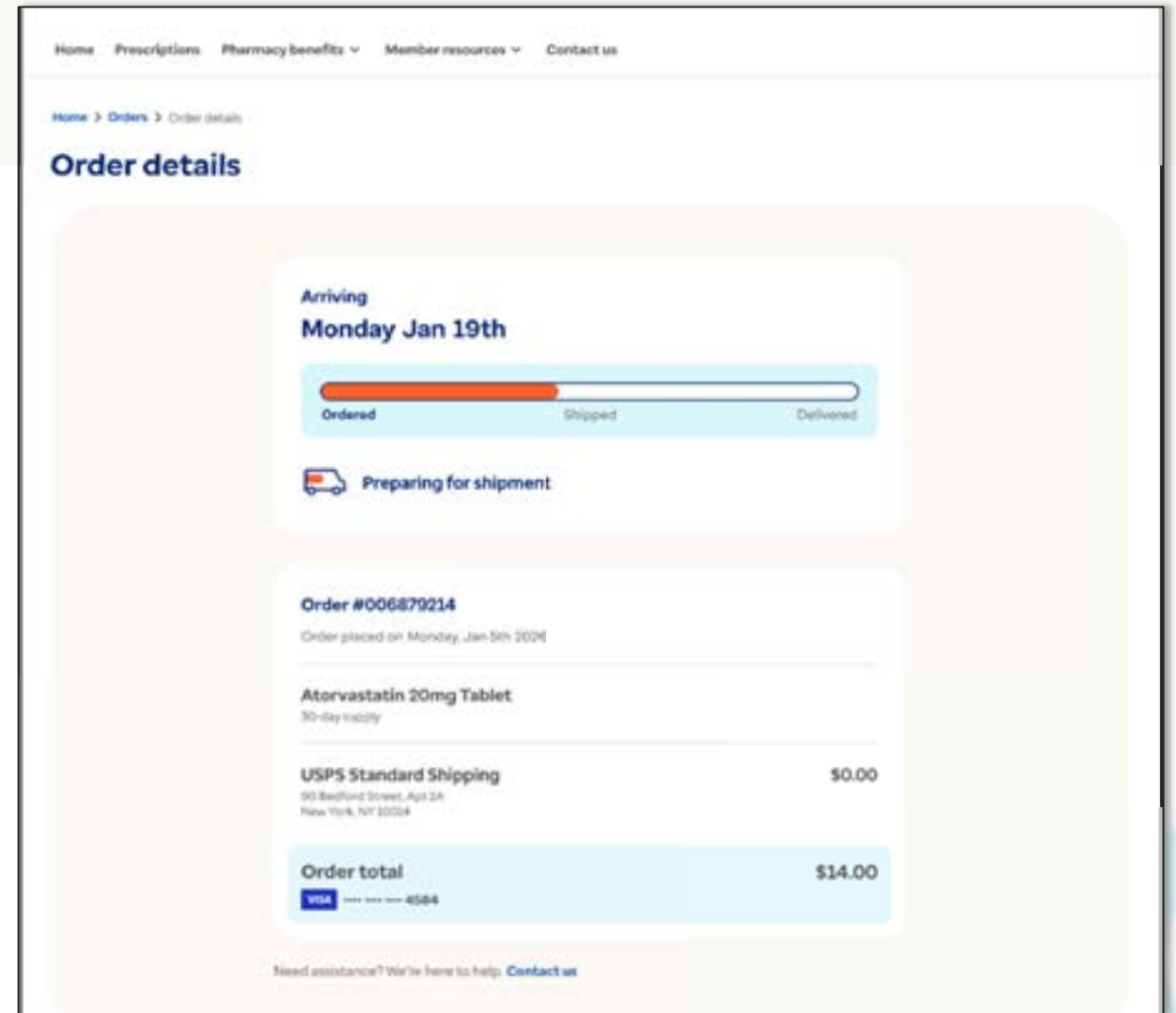
All Home Delivery prescriptions have a unique call to action based on their status. This could include refills, renewals, holds, etc.



Order Status

Active and Delivered orders

See real-time updates to track the location of your order and its expected delivery date



Prior Authorization

Review previous authorizations

Monitor the progress of prior authorization requests or view the coverage information for active authorizations.

Request details

Approved

Your prior authorization request was approved on October 10, 2025 and will expire on March 5th, 2026

Submitted

Under review

Decision

Fill your medication

If you already have a prescription for this medication, you can start filling your medication using Optum® Home Delivery or at your preferred local pharmacy. If you don't have a prescription available, please contact your health care provider.

Search drug pricing
Search for your medication to compare current pricing

Search | Chat with us | My account

Home Prescriptions **Pharmacy benefits** Member resources Contact us

Prior authorization

What is prior authorization?

Prior authorization is an approval process required by some medications before your plan can approve your prescription. [Learn more](#)

4 requests

Filter

Request prior authorization
A prior authorization is only required if your pharmacy or our system has alerted you that one is needed.

Start request

Ozempic 0.25mg
Your request was approved. You can now fill your prescription with Optum® Home Delivery or at any retail pharmacy.
Approved

Requested October 3, 2025 · D. Jones · Expires on March 5th, 2026

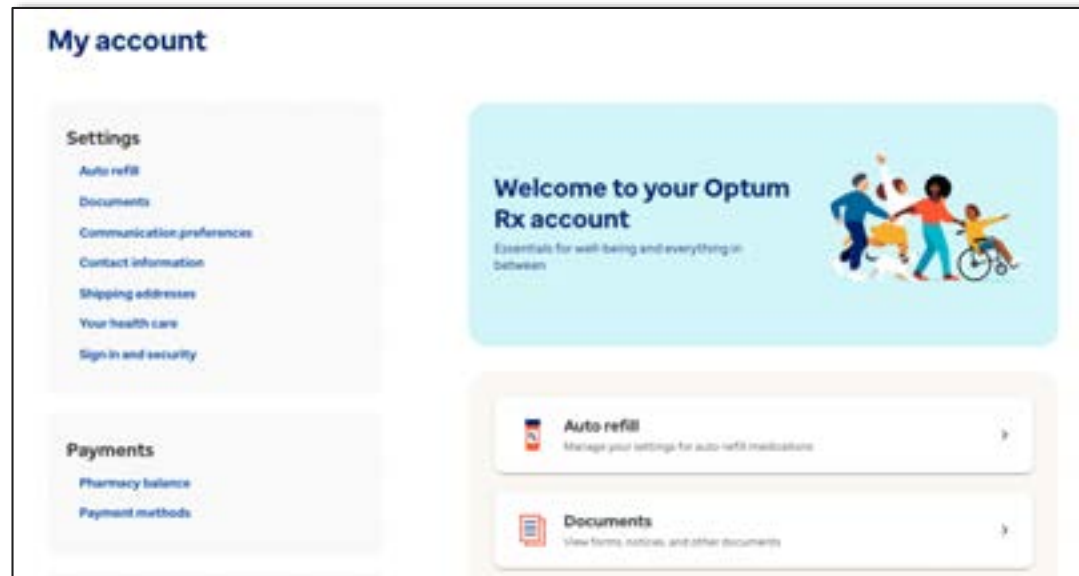
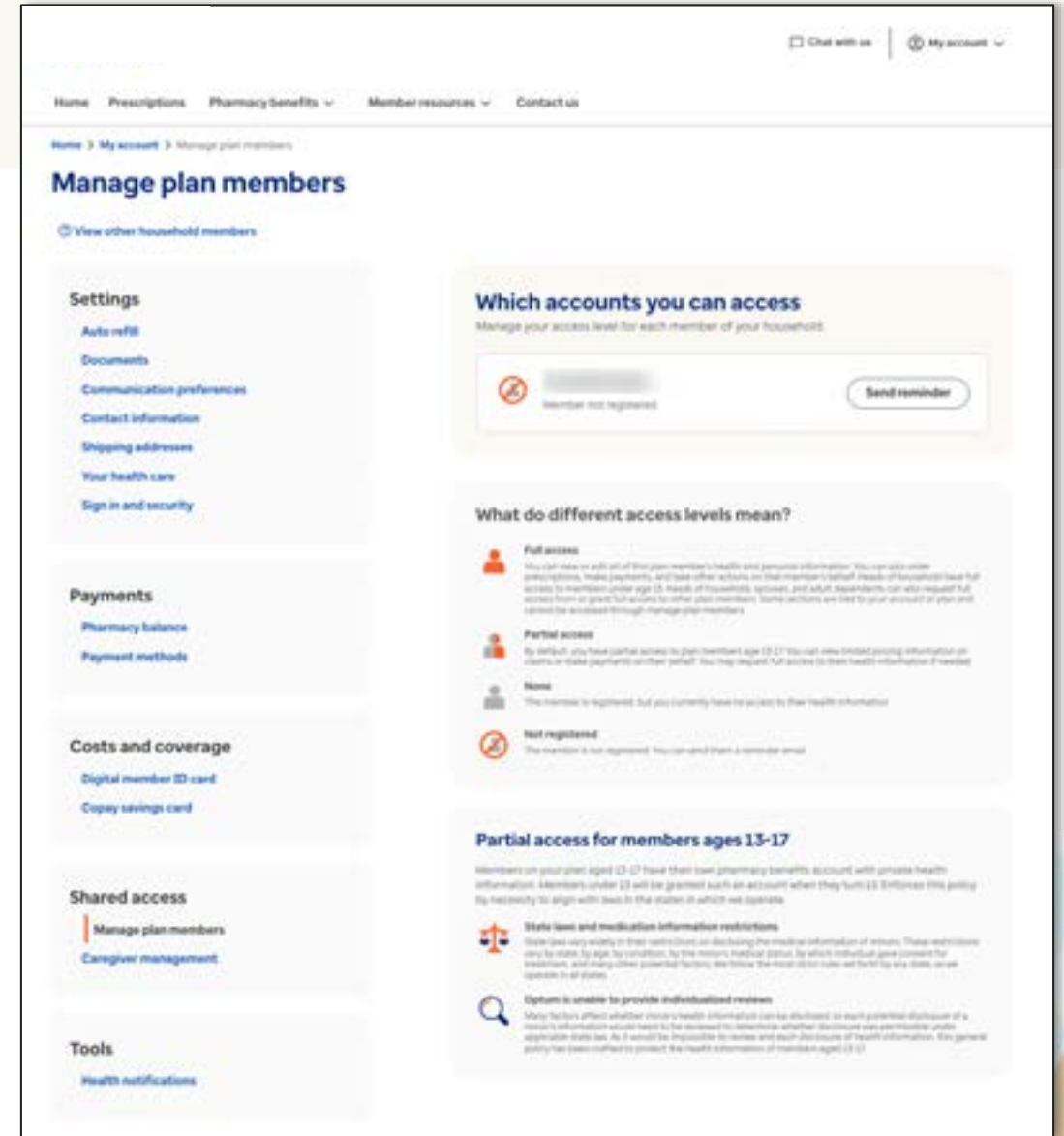
Ozempic 0.25mg
Your prior authorization request is under review by your insurance plan.
Under review

Requested October 3, 2025 · D. Jones

My account

Account Settings Management

- Enroll in auto refill
- Update your communication preferences
- Modify payment methods and pay outstanding balances
- Add a caregiver
- Access a digital ID card



Mobile App

Member-first care

A personalized view, prioritizing important information up front:

- Current prescriptions
- Current and/or pending orders
- Chat and virtual assistant
- Cost saving alternatives
- On the go access

Real-time digital access to care management with self-service tools and actionable insights, right at your fingertips

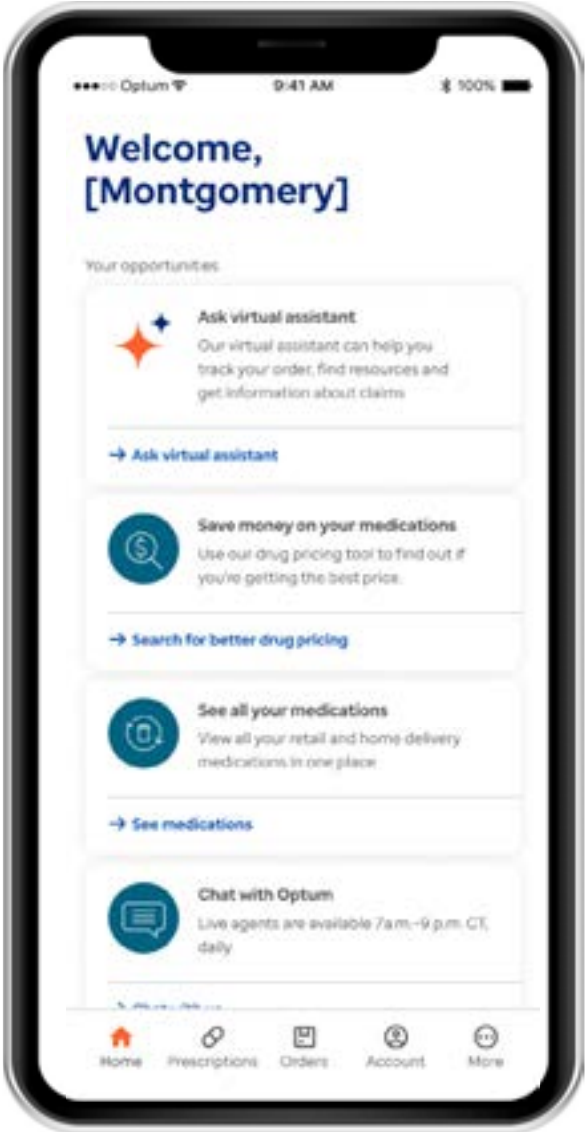
High Option OptumRx Mobile App



Consumer Driven Option UHC Mobile App



New plan member registration begins January 1!



Pre-enrollment Site

High Option

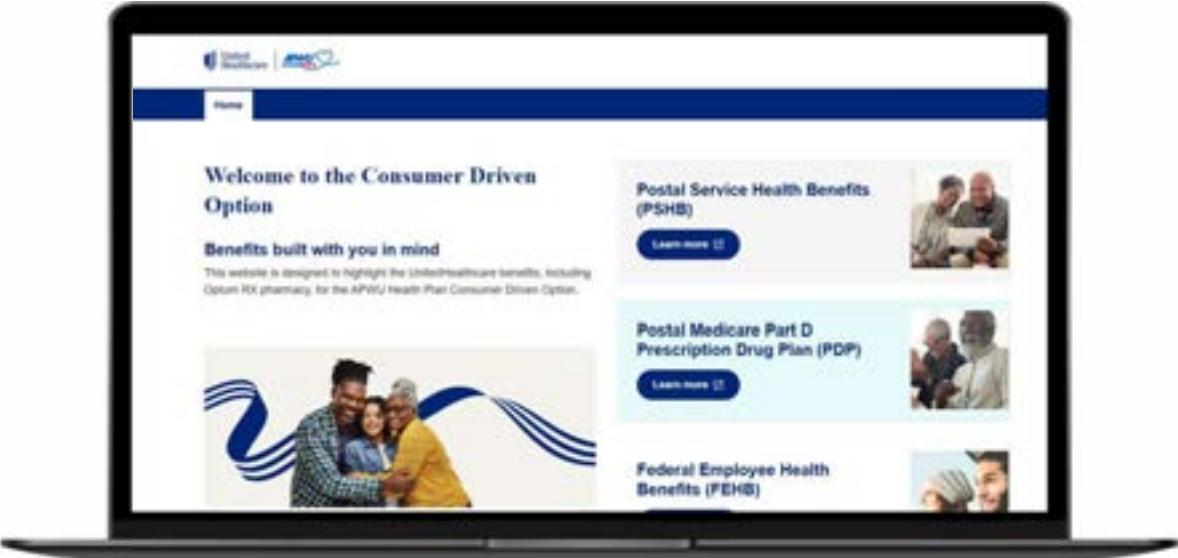
welcome.optumrx.com/apwuhp



AVAILABLE NOW!

Consumer Driven Option

whyuhc.com/apwuhp



Trivia #5



Where can a member look up the price of a drug on Optum Rx before January 1 on the High Option plan?

- a) APWU Health Plan's pre-enrollment site
- b) www.optumrx.com
- c) Optum Rx Mobile App
- d) B and C
- e) All the above

Retail & Optum Home Delivery Pharmacies

Optum Rx®



Retail network

Our network offers easy access to thousands of chain and independent pharmacies across the United States (including Puerto Rico, Guam and the Virgin Islands) for up to 90-day supplies of medication.



**Retail network
offers access to
65k pharmacies.**

Nationwide access

65K pharmacies across the country

Access to all major chains, grocery store, and independent pharmacies.

Plan design

Includes a **90-day maintenance medications at all retail pharmacies**. Available to both Consumer Driven Option and High Option plans.

Members out of pocket costs are the same at all Retail pharmacies.

Optum Rx Pharmacies – Welcome to Optum Rx



Optum Home Delivery

Caring for 62 million patients nationwide



Optum Specialty Pharmacy

#1 ranking in overall satisfaction (J.D. Power internal study¹)



Optum Infusion Pharmacy

Providing 20,000 home visits per month



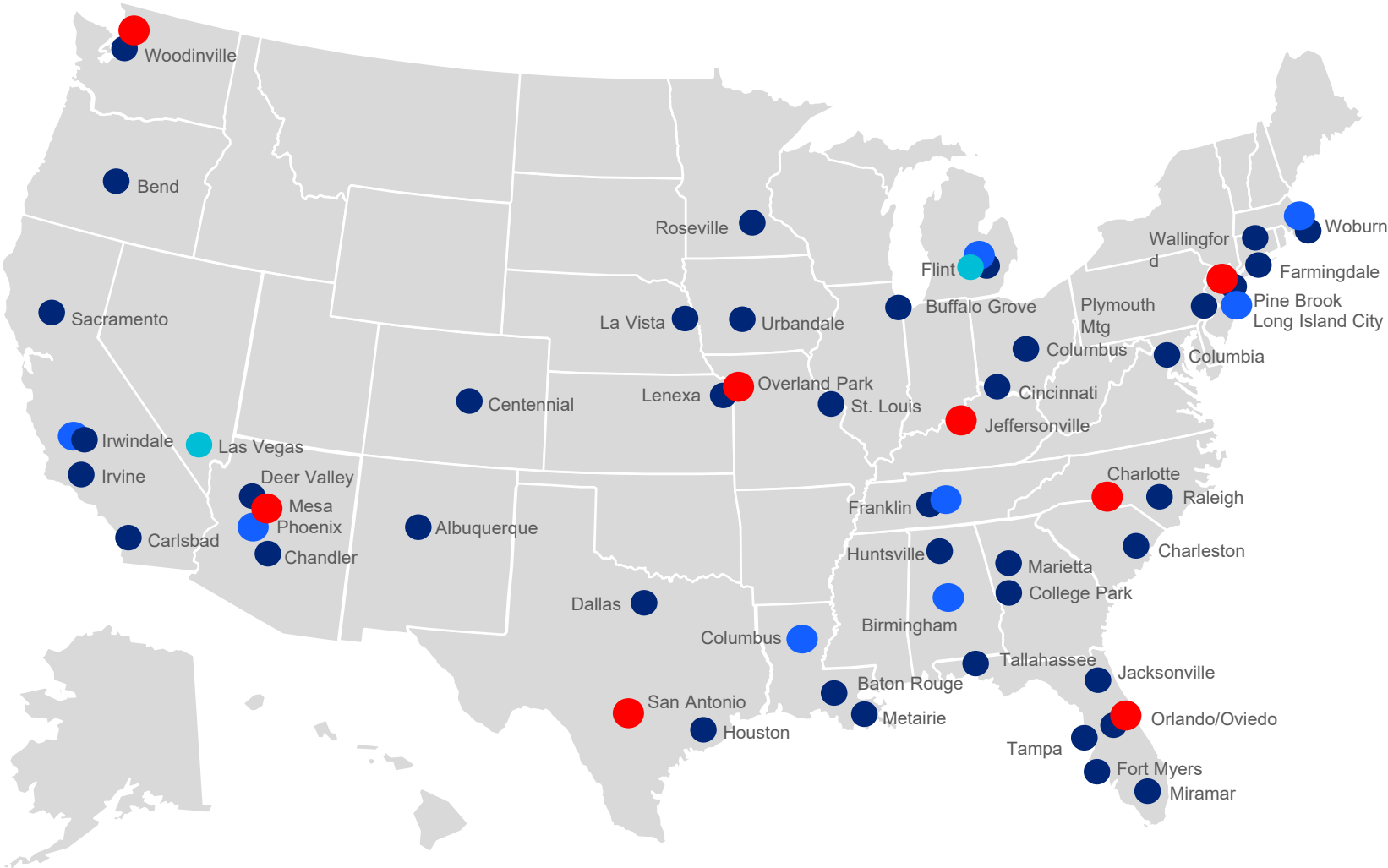
Genoa Healthcare Pharmacy

Now >800 community pharmacies driving >90% adherence²



Optum Frontier Therapies

Serving patients who have ultra-rare conditions



■ Infusion pharmacy

■ Home delivery and specialty

■ Specialty pharmacy

■ Frontier



Trivia #6

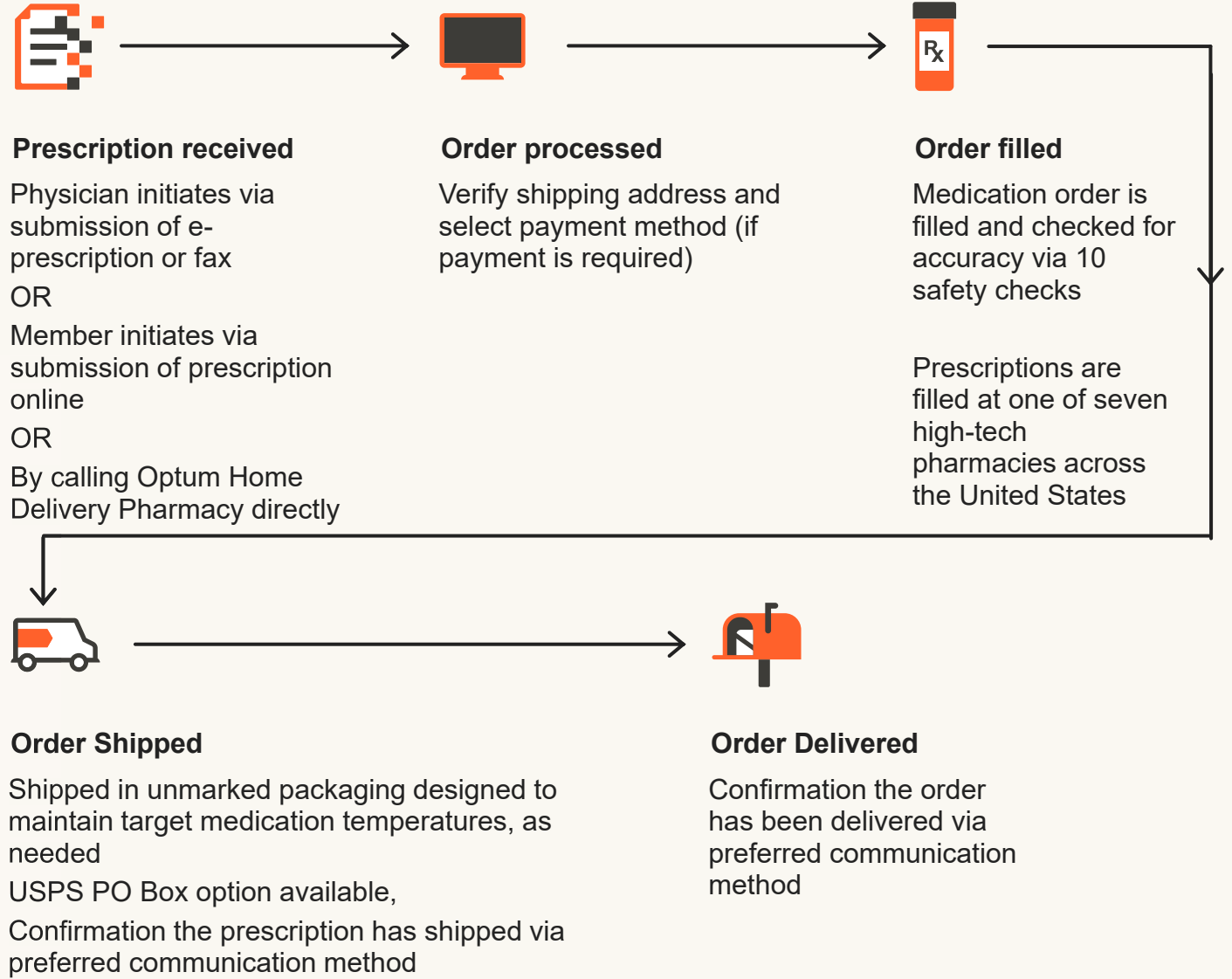


What Retail pharmacies can members use for 90-day maintenance prescriptions?

- a) All Retail Pharmacies
- b) CVS
- c) Walgreens
- d) Both CVS and Walgreens

Optum Home Delivery Pharmacy Process

Submitting medication orders is easy and convenient



Home delivery services

High Option – ESI Mail Order prescriptions with active refills will be transferred to Optum Mail Order Pharmacy



Shipping

Flexibility to receive medication

- Direct to home address
- PO Box¹

Cold-chain shipping packaging meets temperature requirements for each therapy

Available for **all postal codes** in the United States and three U.S. territories



Payment options

Easy payment plan splits medication cost into three equal payments

Payment methods:

- Credit/debit card
- Check by phone or mail
- ACH



Language

Medication labels available in **English, Spanish and Braille**

Large font labels printed with literature pack is available upon request

Language line solutions support **over 240 languages** and **TTY for hearing impaired**



Additional benefits

24/7 pharmacist access

Automatic refill program helps keep medications on hand

State-of-the-art automated pharmacy operations provides 99.998% dispensing accuracy

Household and caregiver access to help manage member benefits and medications

Customer Service

Call the number on your member ID card.

1. Certain temperature-controlled medications will not be shipped to PO Box. Controlled substances can be shipped to PO Box only if there is a physical address on file; 2. Medications can be sent to alternative locations where state and federal laws allow.

Automatic refill

A convenient and cost-effective way to receive medications

Selects automatic refill



14-day
advanced
shipment
notification



5-day
advanced
shipment
notification



Patient can
change ship
date or
cancel order

Order processed



Copay billed
to preferred
payment on
file



Order shipped,
notification via
email, text or
call

Medication delivered



Order is
delivered
and patient
is notified



Next fill²: process
restarts with 14-
day advance
notification



Provider Prescription Request process started at any point when prescription expires or is out of refills

Flexible payment options at Home Delivery

Divide copays into three monthly payments



\$60

Total cost

\$20

Initial payment
90-day medication
supply* ships

\$20

Payment 2

\$20

Payment 3



Payment cost
spread over three
smaller monthly
installments



After the first
payment, the full
90-day supply is
delivered



No service fee



Fast, safe, and reliable

Get medications delivered to your door with free standard shipping, 24/7 pharmacist support, and over 10 quality checks per order.

Key items heading into January 1



High Option

- **Now:** Visit pre-enrollment website for 2027 coverage and drug pricing at <https://welcome.optumrx.com/apwuhp>
- **November:** Look for ID cards and letters in the mail outlining medication changes that include any necessary steps to prepare for 1/1/27.
- **January 1st, 2027:** Visit www.optumrx.com and/or OptumRx Mobile App for High Option to register and login to the Optum Rx member portal. Then, show your new ID card at Pharmacy

High Option – customer service phone number:

Federal: 1-855-597-7602

Postal: 1-855-593-6185



Consumer Driven Option

- **Now:** Visit pre-enrollment website for 2027 coverage and drug pricing at <https://whyuhc.com/apwu>
- **November:** Look for letters in the mail for any changes or updates
- **January 1st, 2027:** New members can register at www.myuhc.com and/or UHC Mobile App and visit their member profile.

Consumer Driven Option customer service phone number:

Federal: 1-800-718-1299

Postal: 1-855-808-3003

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