urac®

2025 PERFORMANCE SNAPSHOT

MAIL SERVICE PHARMACY

We collected data from **55 mail service organizations** with **247M+ prescriptions dispensed**

DISPENSING ACCURACY

99.99%

of prescriptions dispensed with zero errors

DISTRIBUTION ACCURACY

99.99%

of prescriptions distributed with zero errors

GENERIC DISPENSING RATE

98%

of prescriptions dispensed as generic

CALL CENTER PERFORMANCE

87% of calls answered within 30 seconds

1.5% of calls abandoned

TURNAROUND TIME

2 DAYS to fill prescriptions

urac®

Click HERE to view the **2025 Mail Service Pharmacy Report**

URAC© 2026 All rights reserved. No portion of this document may be reproduced or distributed without the express written permission of URAC.