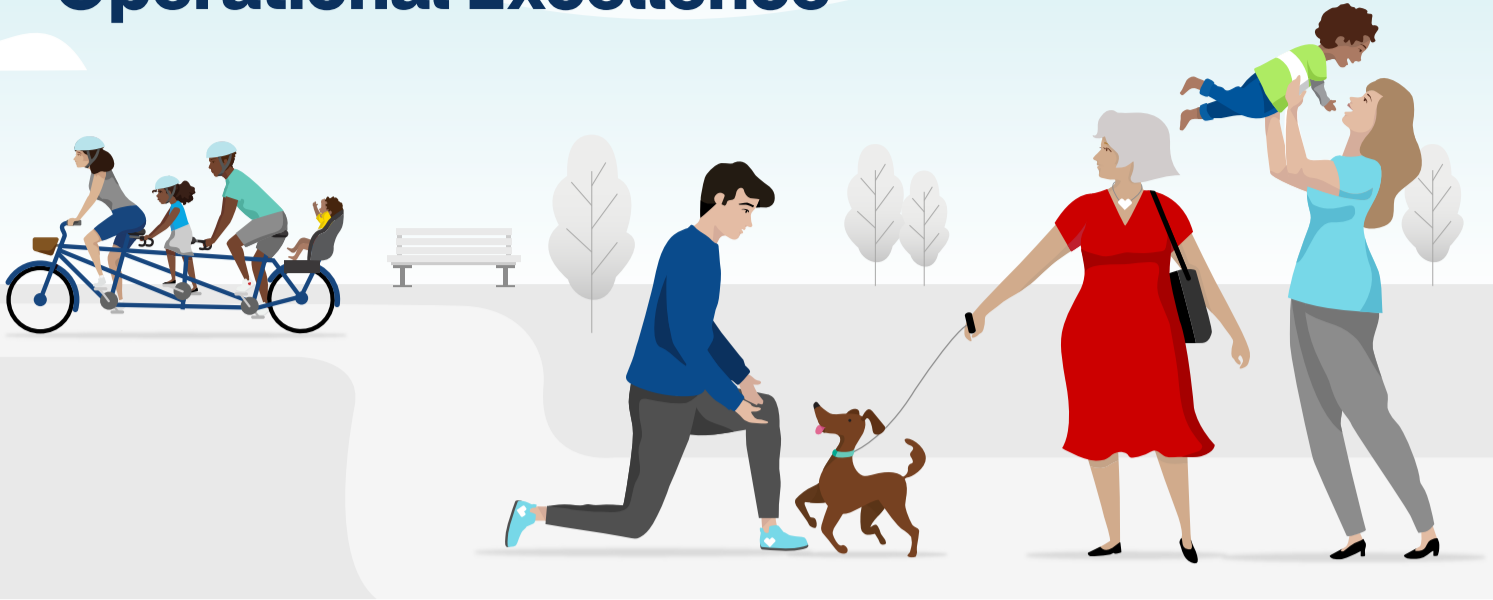


WELCOME SEASON 2022

# Maximizing Satisfaction through Service and Operational Excellence



For clients transitioning to CVS Health or for current clients making changes to their pharmacy benefit, our focus is on continuous improvement to ensure we deliver service excellence to keep members on track with their health while supporting payors' unique goals.

 **345**  
new clients implemented

 **4M+**  
new lives transitioned

 **110M+**  
total members

## Strategies for continuous process improvement

  
**Enhance communication**

- Expanded member communications assessment work; optimized pre-work
- Enrolled members ahead of Welcome Season

  
**Leverage digital tools**

- Enabled digitally engaged specialty members to self service

  
**Increase productivity**

- Deployed automation
- Onboarded new call center reps earlier

  
**Improve testing**

- Extended quality assessments that proactively identified issues
- Modeling methodologies enabled adjudication of 13.6M claims in a day with 100% reliability and less than 200-millisecond response time

## Proactive early work to smooth spikes in demand

  
**419M+**  
test claims executed

  
**41K+**  
eligibility files loaded

  
**13.6M**  
record peak claims day

## Optimizing customer care

**10K+**  
new Customer Care colleagues onboarded

**3.2M**  
Customer Care member calls

**0.5M**  
Customer Care pharmacy help desk calls

**99.5%**  
service level

## New levels of satisfaction

  
**98%**  
overall client satisfaction

  
**97%**  
satisfaction with implementation team

  
**86%**  
mail service members satisfied



As we look to future Welcome Seasons, we will continue to be relentless in our commitment to improve and simplify the onboarding experience for plan sponsors and members.

Discover more:  
[payorsolutions.cvshealth.com/insights](https://payorsolutions.cvshealth.com/insights)

Source: CVS Health book of business data, 2022.

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