

EMPLOYER CASE STUDY:

Improve the specialty experience:

Addressing specialty pain points to improve the member experience



100% implementation satisfaction*

Summary

A national employer with 170K lives was having challenges with their current PBM. They had client service issues, a fragmented specialty member experience, pain points with their prior authorization and appeal processes, and a lack of electronic clinical communications.

Objectives

- Create a more connected specialty member experience
- Fill the gaps of their existing vendor
- Become a trusted partner

Solution



Created

a better and more connected service model for specialty drugs



Implemented

an in-house, dedicated client support concierge line



Introduced

an enhanced set of digital tools to help optimize member engagement and adherence



Offered

the flexibility to customize integrated strategies to further improve the member experience



Results

100% implementation satisfaction*

Client felt “listened to” as we partnered to enhance their member experience and support their benefits team.

About CVS Caremark

CVS Caremark has expertise in assisting clients in managing pharmacy costs, while helping members maximize coverage and affordability and improve health outcomes. We use real-time data to analyze trends, identify opportunities, and provide solutions to help optimize your pharmacy benefit spend and improve health outcomes for your members.

As part of CVS Health, our enterprise assets — in the community, in the home, and virtually — enable us to maximize the impact of our programs and fuel your ability to deliver truly healthy benefits. Our extensive physical footprint augments our extensive capabilities that make healthier happen together.



PBM topics, perspectives, and solutions are on our website. [Learn more >](#)

*Implementation satisfaction score based on implementation survey.
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