

Executive Summary

Specialty Innovation:

Maximize savings
throughout therapy with
EHR and digital connectivity



Specialty patients have complex conditions — often with comorbidities — that can make it challenging for them to follow and stay on treatment regimens. We developed a wide range of accessible, convenient digital tools that are easy to use and proven to help improve clinical outcomes, reduce medication waste and lower costs for them and for you.

Connected care with EHR interoperability for better control over utilization

4.1%

higher final denials when PA requests are submitted using data from EHR and aligned to Specialty UM criteria*¹

Real-time symptom tracking connects patients to the right level of care

>90%

of patients answered questions about medication and symptoms and received support after completing the survey²

Reduced waste through better supply management**

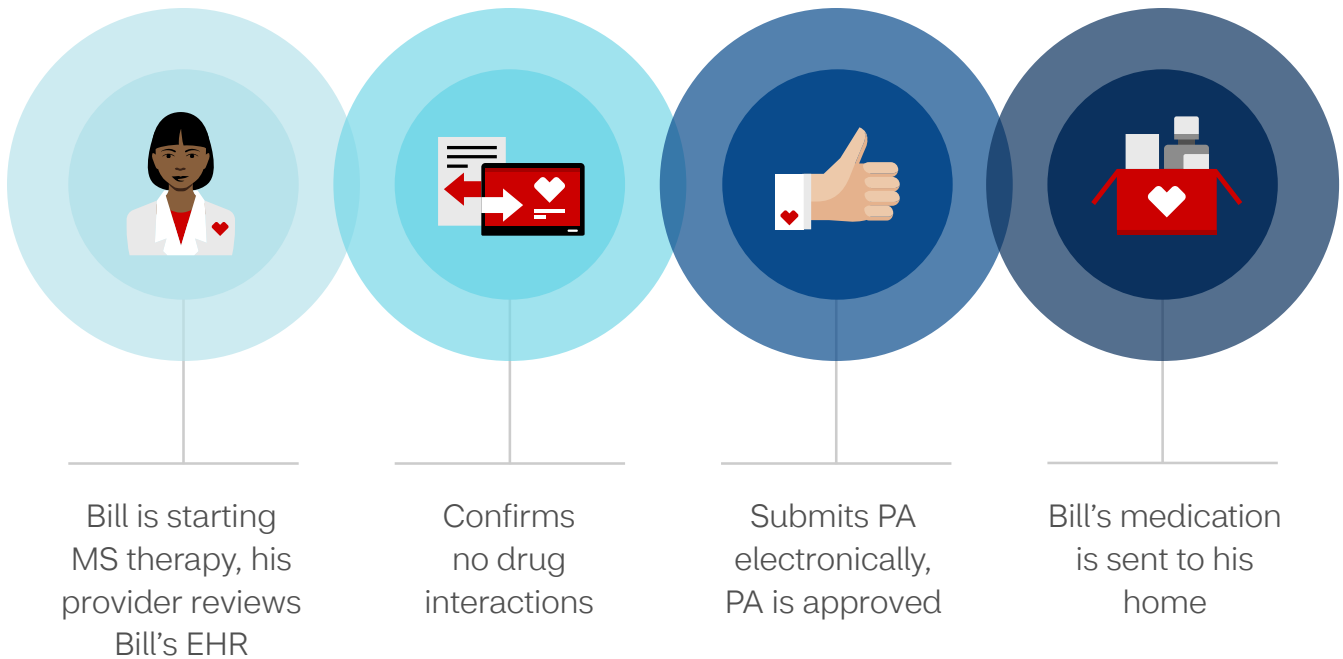
~\$2.3K

in estimated savings per targeted patient† for each successful intervention³

Connected care with EHR interoperability



Bill is a new CVS Specialty® patient starting therapy for MS. As part of the onboarding process, his pharmacist reviews his EHR to assist in completing PA and to confirm there are no drug interactions based on his medical history. The PA is completed and approved, and Bill's medication is shipped directly to his home.

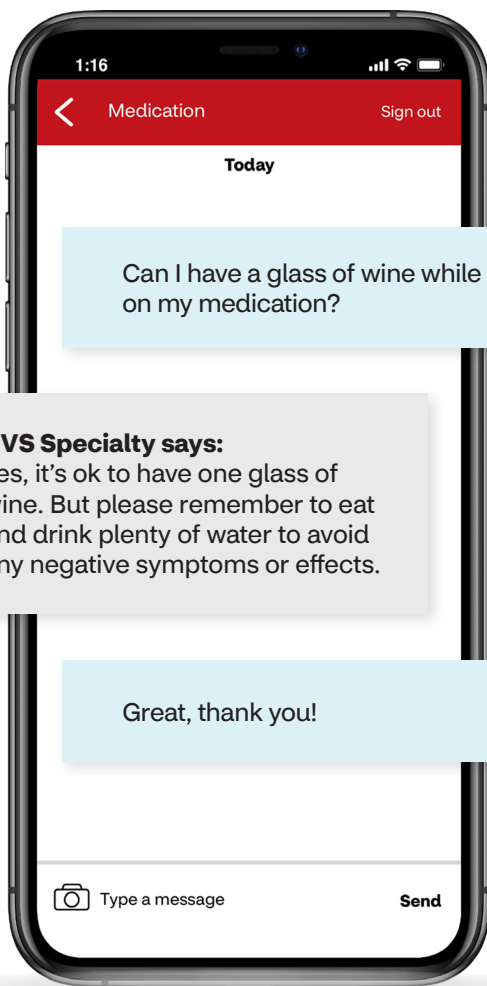


We can see electronic health records for **>75%** of our patients^{††4}

>50% of PAs submitted without additional prescriber outreach⁵

4.1% higher final denials when PA requests are submitted using data from EHR and aligned to Specialty UM criteria*¹

Secure messaging empowers patients to make smart health care decisions



Jim is newly diagnosed with rheumatoid arthritis. He was celebrating his daughter's wedding and had a question about if he could have a glass of wine with his medication. With secure messaging he quickly got the answers he needed.

- ✓ CVS Specialty CareTeam responded right away
- ✓ Jim found out that wine is okay, with a reminder to eat and drink plenty of water to help mitigate potential adverse effects
- ✓ Jim was appreciative of the quick response, and the support
- ✓ He followed the advice of his care team and enjoyed his daughter's wedding day without issue

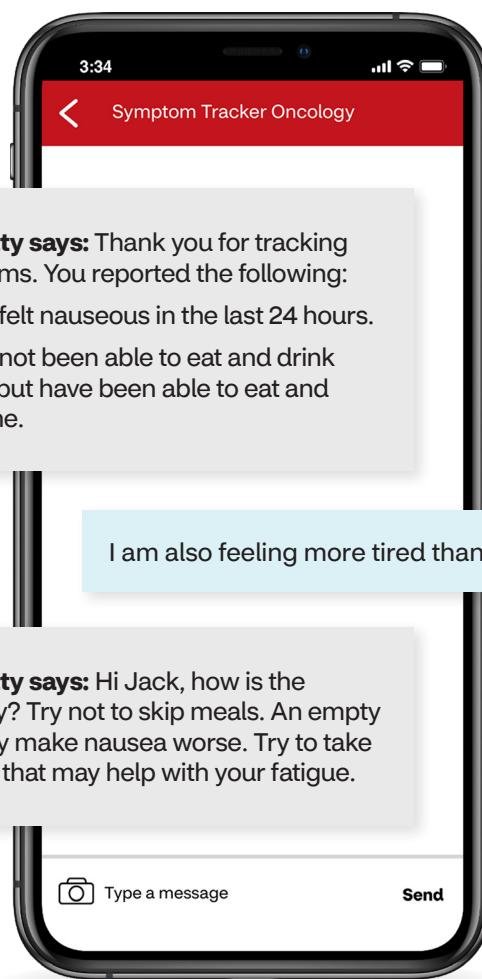
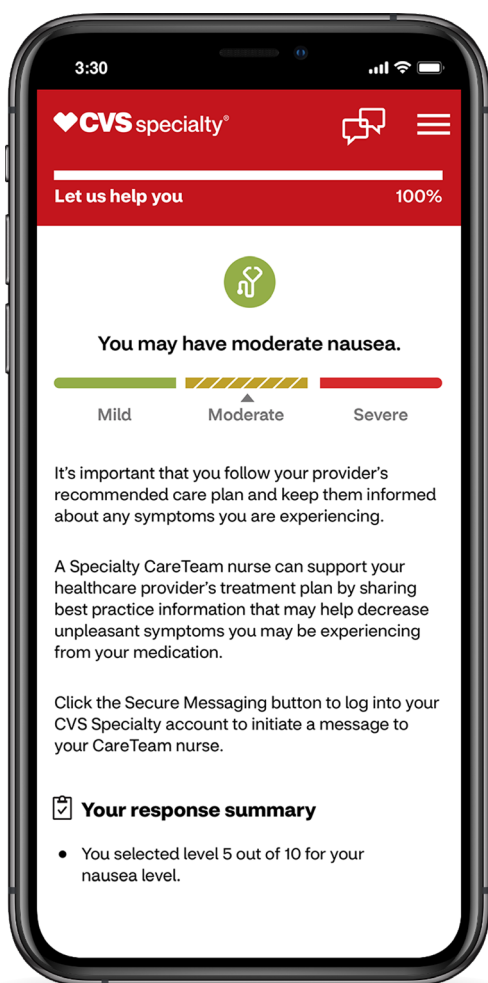


>90% have opted into receive digital communications⁶

Tracking symptoms in real time to enable individualized clinical interventions



Jack recently began treatment for colon cancer. With our symptom tracker, he can keep his CVS Specialty CareTeam informed when he experiences nausea, vomiting and other medication side effects.



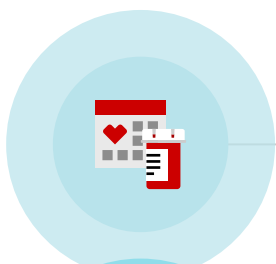
>90% of patients answered questions about medication and symptoms and received support after completing the survey²

↑7.3% in first fill persistency for patients who received oncology symptom tracker messages³

Managing supply to reduce waste, lower costs

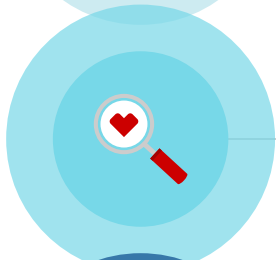


Anne has MS and is following her prescriber's treatment plan. With supply management optimization she'll avoid building up an excessive, costly supply.**



Excess accumulation

Anne refills her MS prescription five days early each month to avoid running out



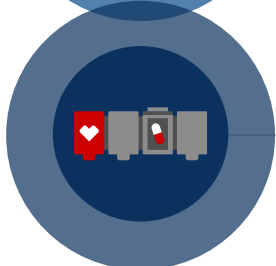
Automated monitoring triggered

Early refills are identified by our advanced analytics



Digital communication

Anne uses the mobile app to refill, and it guides her to the preferred refill date



Waste reduced

Now she has enough medication to stay adherent without accumulating an excessive amount

~\$2.3K in estimated savings per targeted patient† for each successful intervention³



With our innovative digital tools and connectivity, patients can access the support they need to help improve clinical outcomes, reduce medication waste and lower overall health care costs.



How can integrated specialty cost management help your plan? Visit [Payor Solutions](#) to learn more.

EHR (Electronic health record). PA (Prior authorization). UM (Utilization management). MS (Multiple Sclerosis).

Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. All data sharing complies with applicable law, our information firewall and any applicable contractual limitations.

*Compared with providers not enrolled.

**A specialty pharmacy service performed by CVS Specialty pharmacy for members of select contracted PBM and CVS Specialty standalone payor clients who fill specialty prescriptions through CVS Specialty, and is included as a core service in the payor agreement.

†Targeted patients make up 2% of all specialty patients.

††Analysis of EHR records includes the 10 highest volume specialty therapies: Autoimmune, MS, Idiopathic Pulmonary Fibrosis, Growth Hormone, PAH, Immunoglobulin, Cystic Fibrosis, Hereditary Angioedema, Hemophilia, Oncology. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Specialty Expedite is available exclusively for providers who use compatible EHR systems that participate in the Carequality Interoperability Framework.

[§]Versus those who are not opted into Important Medication Messages.

1. CVS Health Analytics, 2021. Reported denial rates are based upon final prior authorization resolution. EHR connectivity (known as Specialty Expedite) is available exclusively for providers who use compatible EHR system that participate in the Carequality Interoperability Framework. (P1008650421)
2. CVS Health, 2020. Data from August-November 2020. (P1007401220)
3. CVS Health, 2022. Estimated savings based on CVS Specialty data 1/1/21-10/31/21 representing successful supply management optimization (SMO) interventions. SMO referenced savings are specific to the following top nine specialty therapies: Rheumatoid Arthritis, Psoriasis, Inflammatory Bowel Disease, Hepatitis C, Multiple Sclerosis, Growth Hormone, Oncology, Hereditary Angioedema and Osteoporosis. As of January 4, 2022, SMO is available across most specialty therapies. (P1010051121)
4. CVS Health Analytics, 2021. Data from July 1, 2021-October 4, 2021. (P1008930421)
5. CVS Health Prescriber Technology MD Outreach Analysis, January 2020. (P1004250320)
6. CVS Caremark Analytics, 2021. Data from October 2021. Actively engaged defined as specialty patient with a fill in the last 30 days who logged in or responded to a 2 way short message service (SMS). (P1010071121)

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