

Executive Summary

Engaging more members to help improve their health and reduce your spend

Population health solutions tailored to meet your needs



You can take an active role in supporting members on their health journey. Our population health solutions help improve health outcomes, increase member engagement, and reduce spend through individualized member interventions.

Our advanced analytics identify the right intervention and close the most impactful gaps in care for each member



Identifying areas of impact

- ✓ Monitoring chronic disease states
- ✓ Identifying specific care opportunities
- ✓ Promoting preventive screenings and vaccines

Engaging with members in specific focus areas

- ✓ Comprehensive targeting logic allows for member interventions within our unmatched ecosystem
- ✓ Real-time coordination with providers to keep entire care team in the loop
- ✓ Local and convenient pharmacist panel interventions deliver higher-risk members coaching for adherence, medical cost avoidance and site of care opportunities

Designing population health solutions that work well with your existing programs

One-size-fits-all solutions aren't always an ideal fit. Your solution can be customized to meet your goals and member needs, complementing your benefits plan and integrating into existing care management programs.

Adherence

Member connections help them stay on drug therapy and avoid complications, while we help you save on medical costs.

- First fill counseling
- Late to fill
- Refill reminders
- Proactive adherence review
- Gaps in care



6.1%

increased adherence for enrolled member across targeted conditions compared to adherence of those not enrolled¹

Drug savings

Reaching out to providers to alert them about prescription savings and drug safety opportunities that impact members.

- Therapeutic duplication
- Condition management
- Age appropriate
- Duration of therapy
- Specialty and drug interactions



Up to **1.28%**

annual drug spend savings²

Medical cost avoidance

Member and provider outreach for preventive, clinical opportunities, such as:

- Health screenings
- Vaccinations
- Health education
- Medication monitoring



>\$30K

average savings per readmissions reduction gap closed³

Site of care

Member outreach focused on medical savings and driving in-network, cost effective care opportunities, such as:

- Reducing unnecessary ER visits
- Imaging, testing, and therapy
- Out-patient procedures



12%

reduction in unnecessary emergency room (ER) visits⁴

Reaching out with individualized interventions in convenient ways for members and providers

To deliver optimized engagement through intelligent and proactive outreach, your highest-risk members receive high-touch interventions — including 1:1 interactions with pharmacists about their specific condition — while lower-risk members receive care opportunities that are tailored to their preferences and risk profile.

LOW RISK

Telephone/
telephonic



Email



EHR
connectivity



SMS/text
messaging



Direct mail



Prescription
bag messaging



HIGH RISK

Pharmacist
Panel



Pharmacist live
outbound call



+ all other member-preference channels



EHR: Electronic health record



Delivering configurable solutions that are tailored to meet your specific needs.

Population Health solutions are part of our comprehensive Care Management Portfolio of services and tools that can help lower your costs and improve member health outcomes.



What population health needs can we help you with? To get started, please contact your CVS Health® team.

1. CVS Health Analytics, 2024. Adherence results are based on CVS Caremark data, measuring optimal adherence to Oral Antidiabetic, RAS Antagonists, and Statin Medications. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request. S1016020324
2. CVS Health Analytics, 2023. Data that was used was sourced from our 2023 iTools reporting and overall spend by the carrier for 2023. Represents employer clients with Drug Savings Review in 2022 and 2023, exclusive of outliers. (Outliers is defined as clients whose member totals were less than 5,000 and interventions count was less than 100 or client spend was less than \$1,000,000) Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. P1015950324
3. CVS Health Analytics, 2023. Data from 2021-2022. Savings projections are based on CVS Health data. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. P1014620723
4. CVS Health Analytics, 2019 based on a comparison group. Actual results may vary depending on benefit plan design, member demographics, programs implemented by the plan and other factors. Client-specific modeling available upon request. P1014690723

The source for data in this document is CVS Health Enterprise Analytics, unless otherwise noted.

Savings will vary based upon a variety of factors including things such as plan design, demographics and programs implemented by the plan.

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