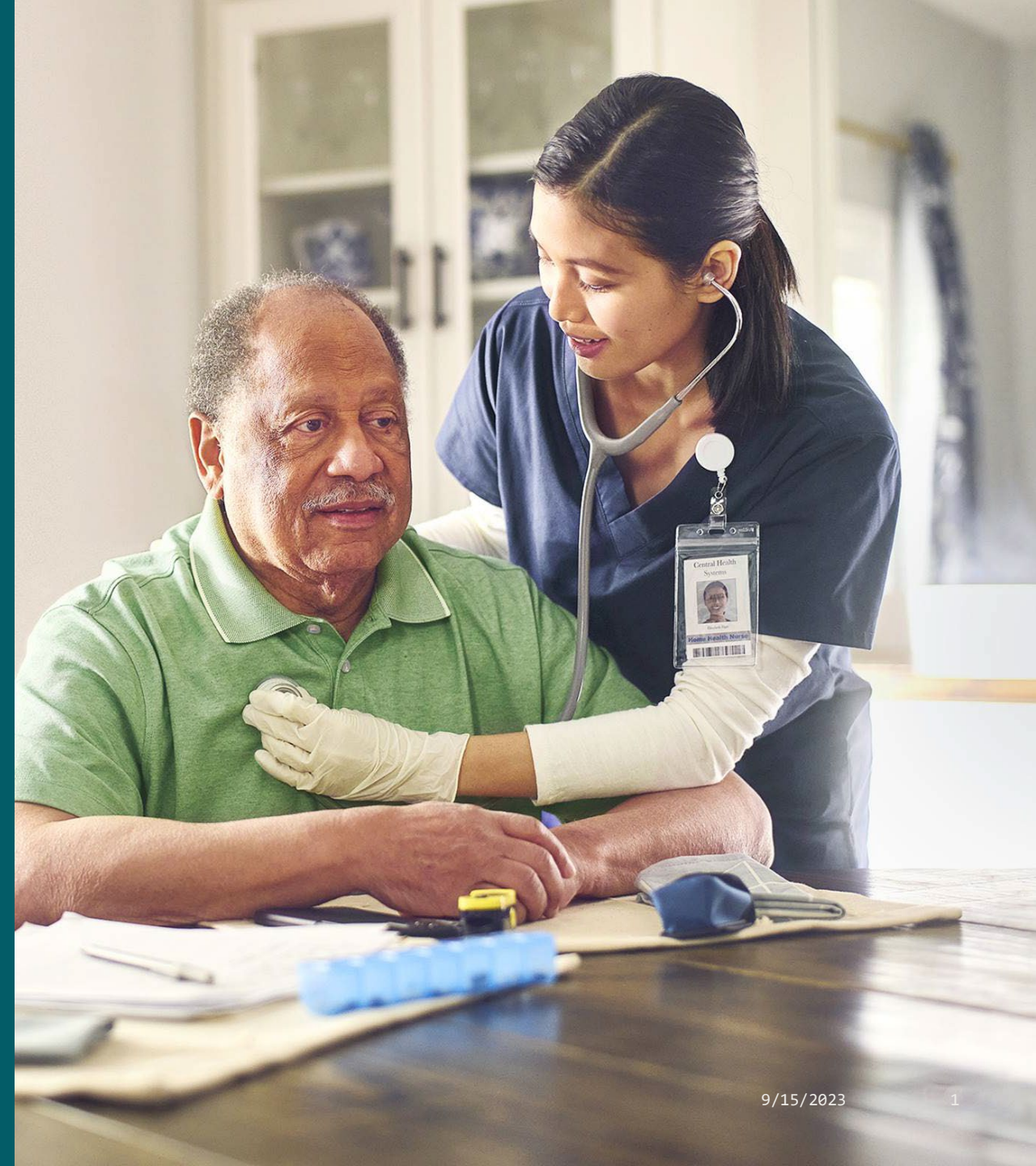


Partnering with Health Plans and Employers to Solve Healthcare's Biggest Challenges

23rd Population Health Colloquium

Calie Santana, MD, MHS
Medical Senior Principal, Innovation



Evernorth Health Services

PHARMACY

Express Scripts® Home
Delivery Pharmacy Services

Accredo® Specialty
Pharmacy Services

CuraScriptSD® Specialty
Pharmaceutical Distribution

CARE

Behavioral Health

Care Delivery (e.g. MDLive,
Employer-based clinics)

Care Enablement

BENEFITS

Express Scripts® Pharmacy
Benefits

eviCoreSM Medical Benefits
Management

Value-Based Care



Built to tackle your biggest challenges.
Value – Outcomes – Experiences – Equity – Business Improvement

Solving Healthcare's Biggest Challenges

Working to help all people get access to care



Understand where social determinants of health challenges are greatest

Identify where there may be value in directed engagement strategies

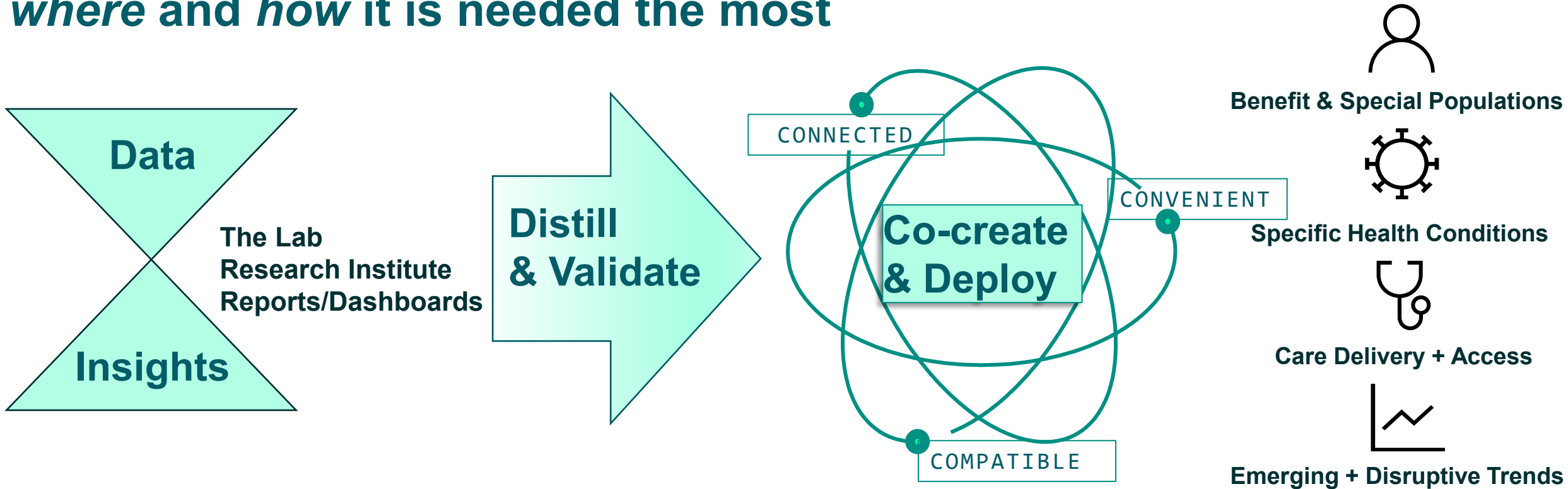
Evaluate benefit design options

Leverage tools like the Evernorth Social Determinants Index (ESDI) to better understand gaps and population segments

Community referral services or targeted outreach (by condition and/or social determinant)

For example, capping copays on insulin for members with diabetes or modifying prior authorization rules

Data is at the core of who we are: Connecting data with solutions—Providing care *where* and *how* it is needed the most



**Our focus: Creating value + Improving population health +
Enhancing experiences + Ensuring equity + Increasing business performance**

Systemic differences impact those we serve: The Evernorth Social Determinants Index (ESDI)



Healthcare is only
20% of the outcome



Transportation
Housing



Economy
Education
Language



Access to care
Food access

Resolving health
disparities can have
a **profound impact**
on the people we serve:

FOR PATIENTS:

Optimal health

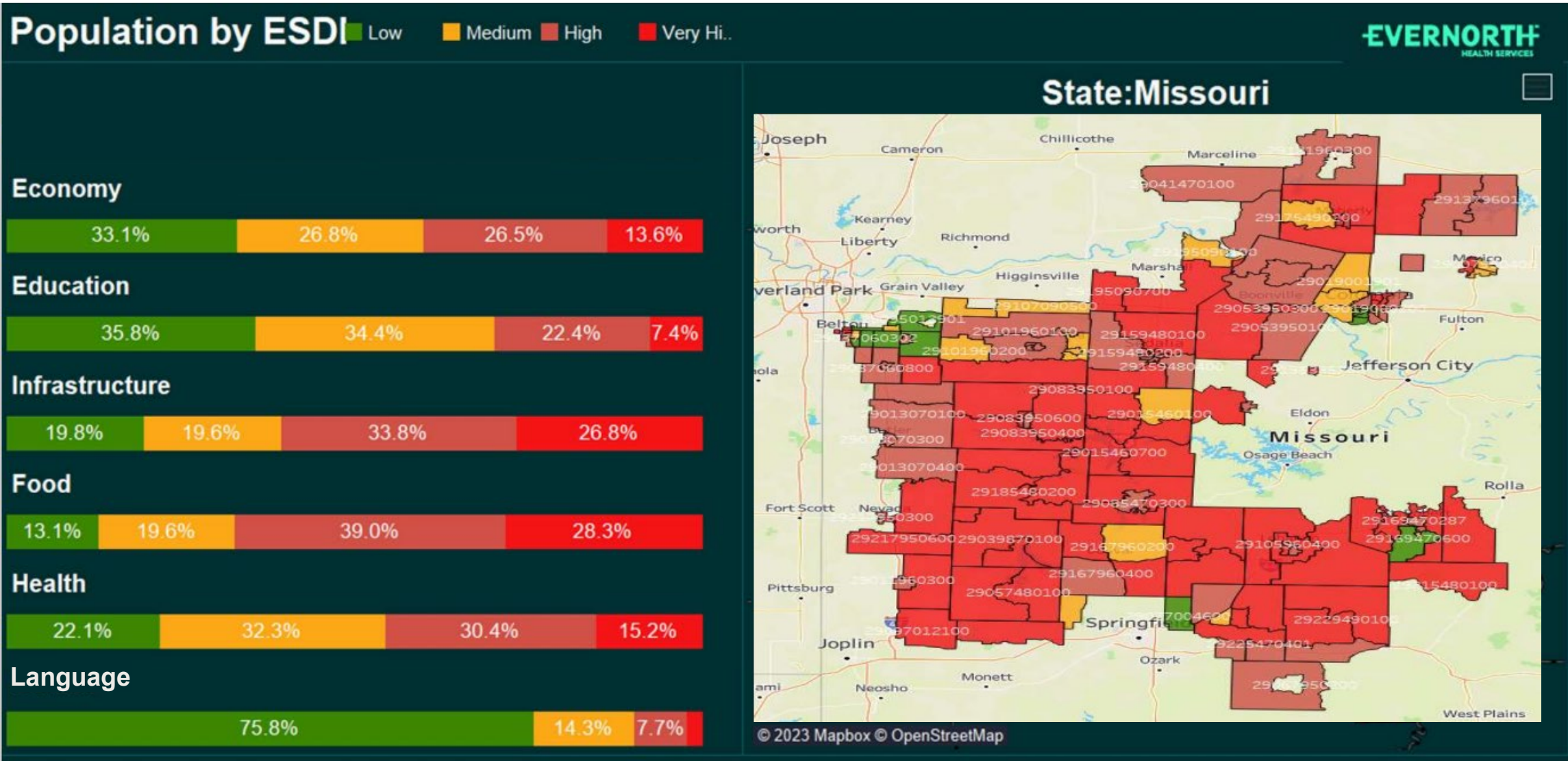
FOR CLINICIANS:

Support their patients

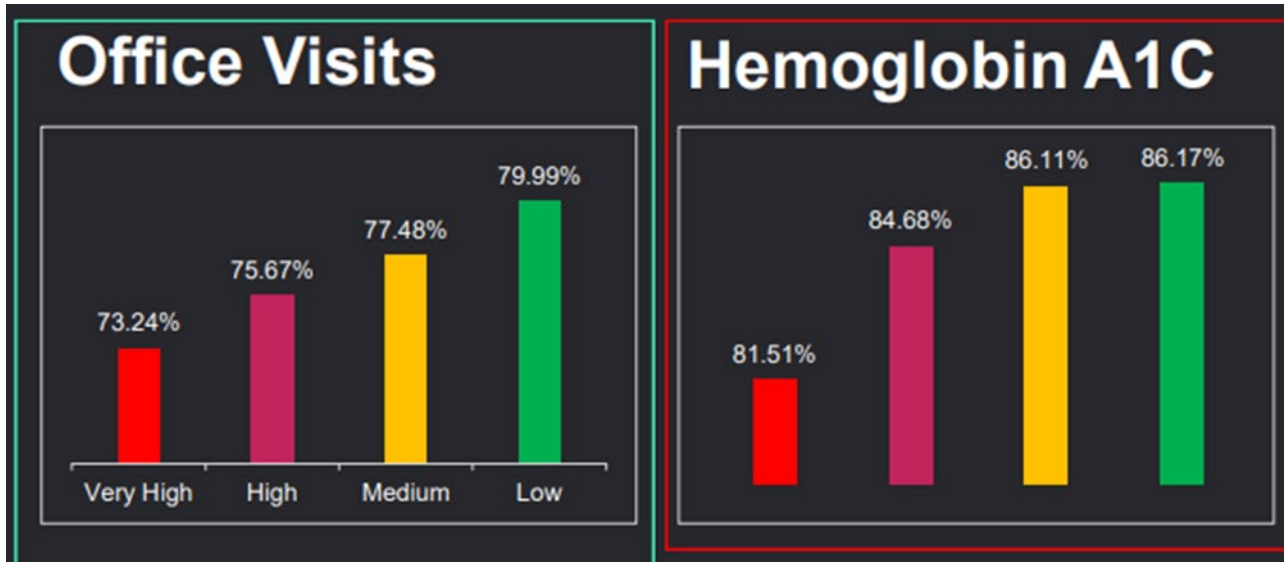
FOR HEALTH PLANS/EMPLOYERS:

Reduce costs

Using data to solve healthcare's biggest challenges

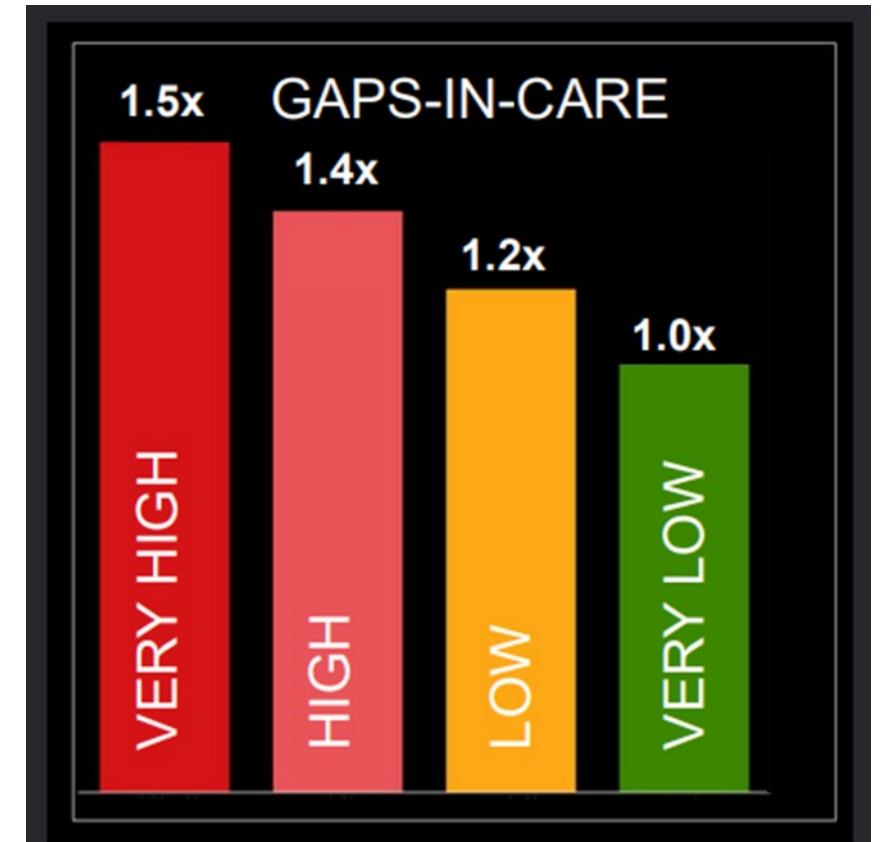


Using data to solve healthcare's biggest challenges



Community Pharmacist Pilot

An employer in a rural area came to us seeking to provide greater support to its employees living with diabetes. Our employee analysis found high rates of diabetes and limited access to care. Working with the employer, Evernorth developed a plan to bring care directly to the employees by staffing an on-site pharmacist at the employer's primary and urgent care clinic.



Using data to solve healthcare's biggest challenges



Smart90 allows members to get 90-day supplies of their maintenance prescriptions, for the same price wherever they prefer

↑ 19%

Improved adherence with this increased convenience and savings²



Antidepressants



... for patients with complex specialty medical regimens



Accredo screens its patients for SDOH and offers personalized clinical counseling and resources for specialty therapies

13,500

Average monthly home patient visits by our infusion nurses¹

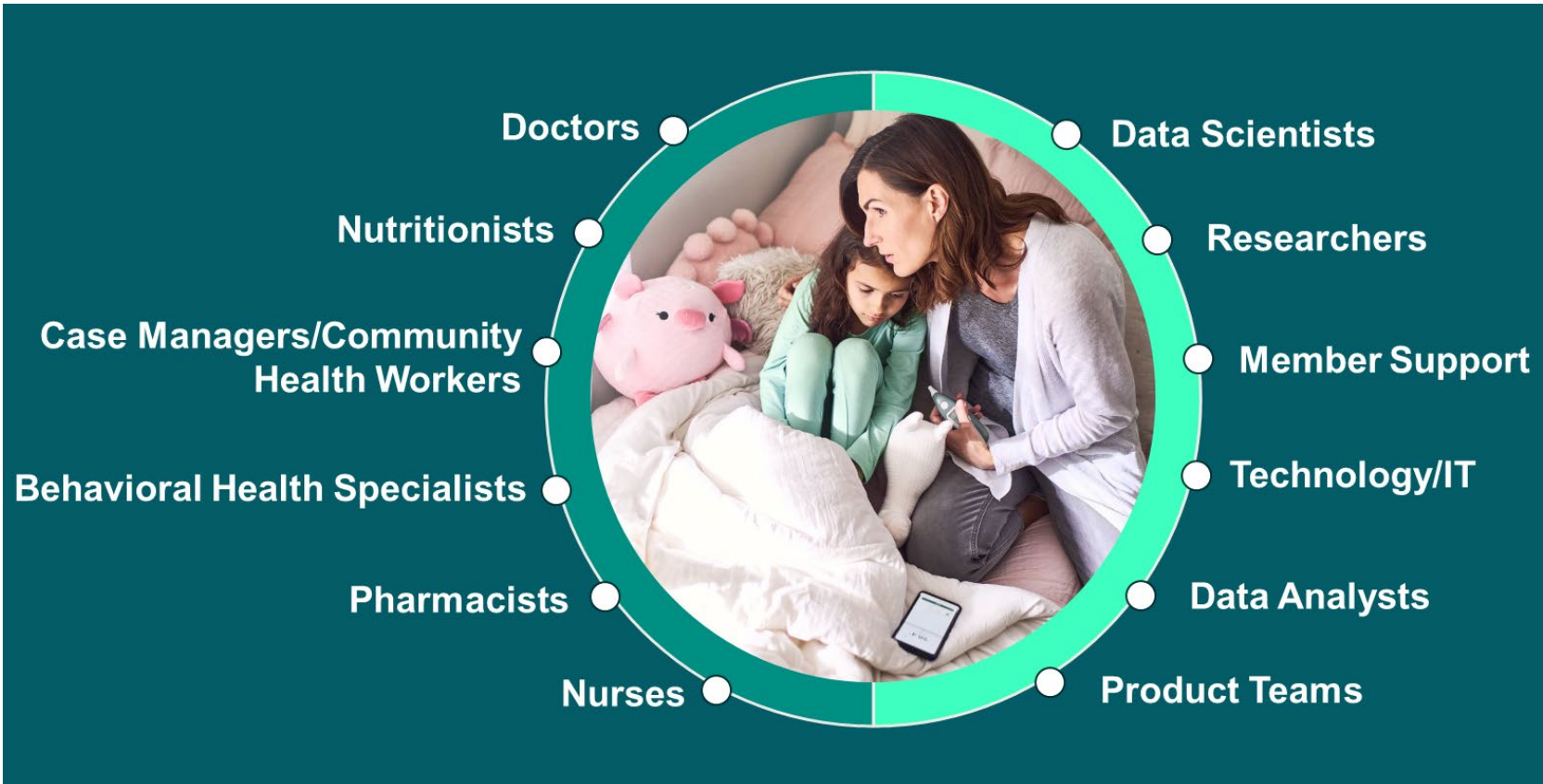
3 million

Yearly patient contacts through our **Therapeutic Resource Centers**, staffed with specialty-trained pharmacists, nurses, clinicians and patient advocates to deliver world class care²

1. Accredo Operations Insight data as of Q3, 2021

2. 2021 Specialty SPARC Data for Express Scripts/Accredo Book of Business

We are making progress on multiple fronts. Thanks to our clients and our people



Guided and
connected care



Affordable
cost of care



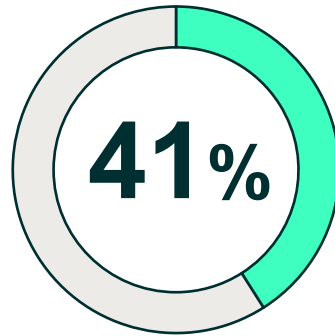
Access to care
and medication



Dedicated support

ANNA

Anna lives in a rural area –how do we maximize the healing potential of her cancer treatment?



of Evernorth customers live in a community designated as high social need, like Anna^{1*}

Individuals in these communities are more likely to:²



Miss doctor appointments
due to lack of transportation



Miss family events,
work and treatment



Experience depression
from compounded stress

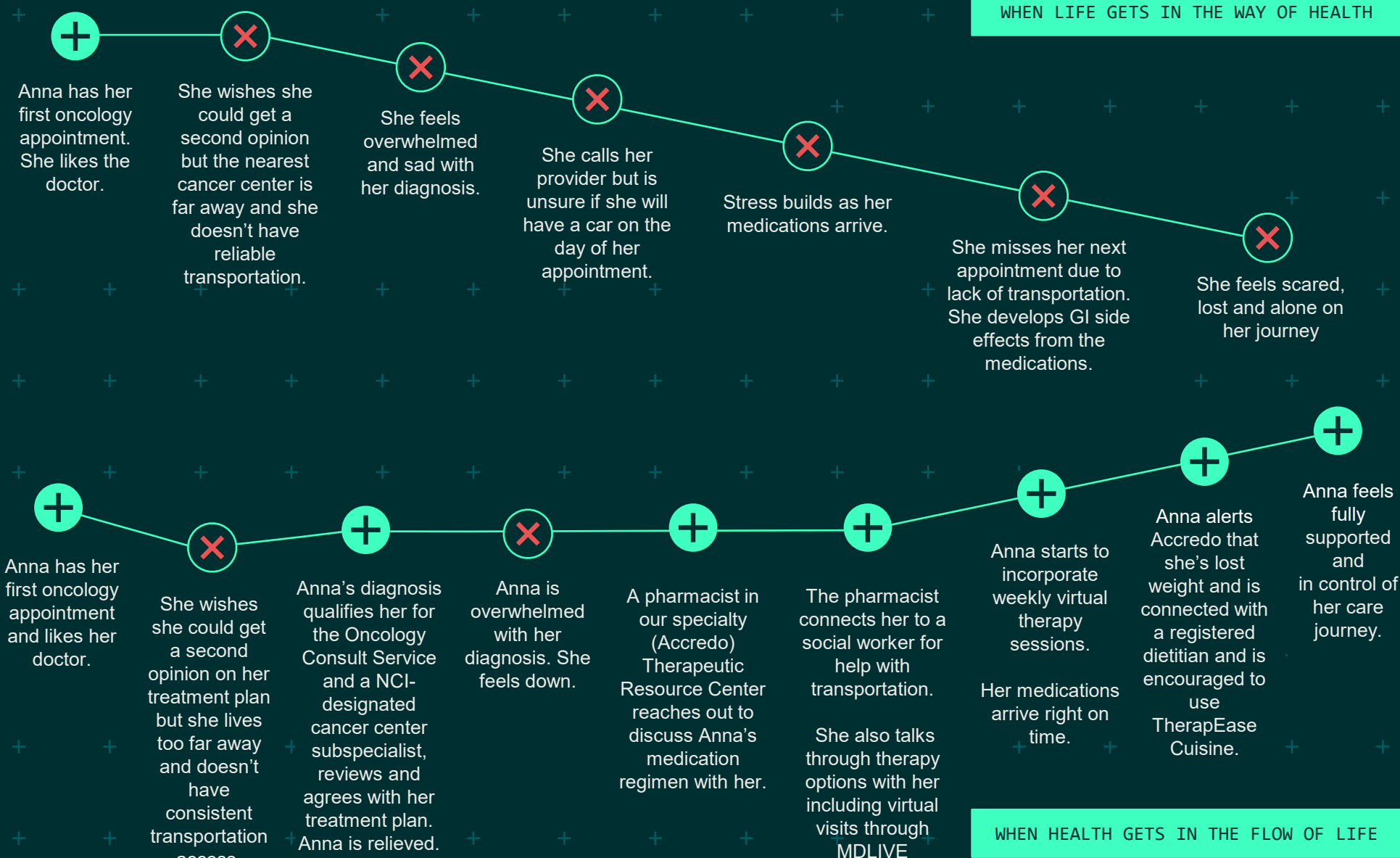
1. Evernorth internal data as of 9-30-22 2. Berkowitz, Seth, et al. "Addressing basic resource needs to improve primary care quality: a community collaboration programme," *BMJ Quality & Safety Journal*, accessed February 23, 2021. <https://qualitysafety.bmj.com/content/25/3/164> * High social need areas are more likely to have limited educational attainment, lower income and less access to healthy food, and other necessities that impact health



Anna's journey

- + 47-year-old female, mom of three
- + Living with cancer
- + Lives in a high social need area

Anna lives in a rural area, and she's struggling with her cancer therapy regimen and mental health.



Q&A



Visit the Evernorth Research
Institute to **read more**
breakthrough health insights