

PROGRAM OVERVIEW

Point Solutions Management

Rigorous Clinical, Security &
Business Review to Help Minimize
Spend, Maximize Benefits

Plan sponsors looking to expand beyond core medical and pharmacy benefits they provide to plan members face a daunting array of choices. This is especially true for digital health solutions, which continue to grow in volume and complexity.

Point Solutions Management from CVS Health is a full-service offering that can help plan sponsors simplify management of, and ensure high clinical, security and business standards for, health and well-being point solutions.



CVS Health Point Solutions Management offers clients:



Rigorous Solution Evaluation

- Comprehensive clinical, security and business review, including end-to-end plan member experience
- Evaluation report for each vendor, available to clients upon request*



Secure and Simple Contracts

- Full contract negotiations, including agreement to terms that are critical for our clients — across security, indemnification, data sharing, privacy protections, etc.



Lowest Price

- Vendors obligated under their contract to offer most competitive pricing for clients
- Billing integrated with pharmacy benefit management (PBM) invoice



Real-time Billing Verification

- Clients pay only for utilization that aligns with their criteria
- Client can focus usage based on clinical criteria

Prioritizing Areas of Need, Curating a Vendor List

Our rigorous vendor evaluation and selection starts with identifying what specific areas of health and well-being meet the needs of our clients and where vendor point solutions are most likely to have a positive impact.

To do this, we developed a three-step process which:

- 1 Ranked clinical conditions by medical and pharmacy costs, highlighting areas of the largest health care spend
- 2 Reprioritized the ranking based on additional areas of need — and their biggest health care challenges — identified by a representative set of clients
- 3 Mapped the availability of point solutions against each area of need, noting where they could have the greatest positive impact on health and well-being outcomes

Based on the findings, we identified three major categories of client need:**



Areas of high medical cost, where digital tools can improve clinical outcomes:

- Metabolic condition management across diabetes, hypertension, and cardiovascular health
- Musculoskeletal health
- Respiratory health, to a lesser degree



Areas of productivity and member quality of life, which can be impacted by improved health habits and clinical coaching including:

- Mental health/stress reduction and sleep management
- Prediabetes management, weight management, fitness and nutritional support
- Substance abuse and addiction counseling
- Social determinants of health — factors preventing at-risk individuals from having access to care and services that help close economic and social gaps



Areas of care complexity, where clients seek improved member engagement and ease of member navigation to maximize their health benefits:

- Caregiver support — for members who act as primary and secondary caregivers to their elderly or preadolescent dependents who have special care needs
- Women's health and fertility solutions
- Symptom and care triaging

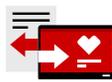
Vendor solutions identified based on these priorities, were vetted by multiple sources including review of public literature, opinions from subject matter experts, and early adopter feedback, following which they underwent additional rigorous clinical safety and outcomes review including:

- ✓ **Clinical safety:** Solution has been evaluated for potential direct harm as well as corresponding responsibility to address emergency situations when members provide alarming information such as low blood sugar, elder abuse, or suicidality
- ✓ **Alignment with evidence-based clinical guidance:** Solution provides recommended actions that are in line with existing clinical guidelines
- ✓ **Validated outcomes:** Vendor has performed randomized controlled trials demonstrating improved member outcomes

The final step comprised demonstrations of their solution, actual usage testing by in-house clinical and product experts, a thorough examination of their clinical evidence, and return on investment and outcomes data.

Lowest Cost, Ongoing Monitoring

Vendors who are selected for the Point Solutions Management offering are obligated under their contract to offer the most competitive pricing for clients. We have also made significant investments to ensure a truly seamless administrative experience for our clients. During onboarding, vendors connect directly to the CVS Caremark system for automated and accurate real-time eligibility verification.



Vendor Scan Identifies solutions based on:

- Client priority
- Impact to health care spend
- Health care technology trends

Clinical Review Tested by CVS Health clinicians:

- User safety review
- Clinical trial results
- End-to-end member experience

Security Review Ensures compliance with:

- Applicable regulations
- User privacy (HIPAA)
- CVS Health third-party data security policy

Business Review Evaluates operational model to ensure:

- Ability to support CVS Health clients at scale
- Financial viability
- Review of ROI claims (if applicable)

Ongoing Monitoring Oversight of:

- Member eligibility and real-time billing verification
- Clinical and security standards
- Performance and outcomes



With its rigorous, in-depth review and evaluation process, Point Solutions Management offers plan sponsors a simple, efficient way to add carefully evaluated health and well-being point solutions to the traditional benefits they offer their members.

CVS Health Point Solutions Management offers clients access to:



Hello Heart

Helps members understand and improve their heart health. It offers an FDA-approved blood pressure monitor coupled with an app that tracks blood pressure readings, weight and physical activity, alerts for out-of-range hypertension, and has patient-enabled medication adherence reminders.



Hinge Health

A coach-led digital program for members with musculoskeletal conditions such as chronic back or joint pain. Hinge Health combines wearable sensor-guided exercise therapy with behavioral change through 1-on-1 health coaching and education to reduce chronic pain, opioid use, and surgeries.



Livongo

An Applied Health Signals company, offers an integrated platform and includes diabetes, hypertension, weight management, and diabetes prevention solutions. Livongo provides support through personalized coaching and connected devices including weight scales, blood glucose meters, and blood pressure monitors to deliver appropriate interventions and help improve health outcomes.



Sleepio

A fully automated mobile and desktop app that uses cognitive behavioral therapy (CBT) to help patients dealing with poor sleep. CBT is meant to assist patients in changing unhelpful behaviors, improving emotional regulation, and developing personal coping strategies that target specific problems.



Torchlight

A caregiver support solution that guides families through the complexities of educational, financial, social, health, and legal demands related to caring for a loved one, no matter the age, stage, or concern. With a digital platform and team of expert advisors, Torchlight helps reduce stress and enhance caregiving outcomes.



Whil

A digital training platform for mindfulness, stress resilience, mental well-being and performance. It addresses 12 different aspects of well-being and performance through 5-minute daily sessions and more than 250 mini-courses. Users have access to more than 2,000 video and audio sessions on demand, reinforced with ongoing tips, exercises and articles to improve employee health and happiness.

*Available Q2 2020.

**For commercial clients.

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