

Improved Service, Greater Client and Plan Member Satisfaction

For clients transitioning to CVS Health or for current clients making changes to their pharmacy benefit, our focus is on service excellence to ensure we provide a seamless transition that keeps members on track with their health while supporting unique payor goals.



222
new clients
implemented



3.2M
new lives
transitioned



1,357
existing clients
with changes

Higher Volume, Faster System Response Times



2.3%
more transactions
processed*
244M to 249.5M



37.6%
reduction in
response time
.24 sec to .16 sec

Maintaining High Operational Performance



98% of member
issues resolved
in first call



4.3% more
issues identified
internally

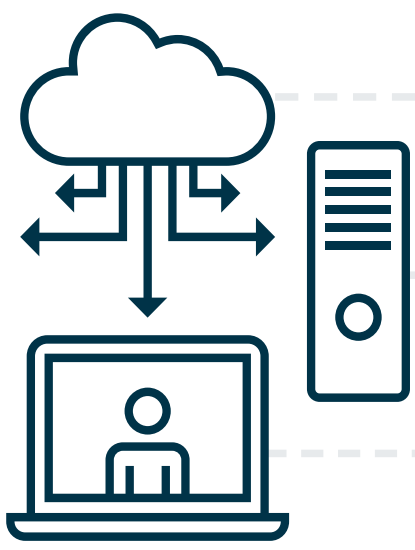


31.6% reduction
in mean time to
resolve issues



99.5% of
orders shipped
within 5 days**

Investing in Continuous Improvement



175 new IT projects
deployed in January

92% increase in
test claims

99.99% system
availability maintained

Exceptional Implementation

99.89% of members
experienced no issues



As we look to the rest of 2019, we will continue to build on the success of this year's welcome season, supporting payor operational and cost containment goals while improving health outcomes and member satisfaction.

Discover more:
payorsolutions.cvshealth.com/insights



*In first 31 days of 2019.
**Excludes Aetna.

Source: CVS Health book of business data, 2019.

CVS Health uses and shares data as allowed by applicable law, and by our agreements and our information firewall.

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