Point Solutions Management

Simplified Management of Third-Party Offerings 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:

**Daylight**  
A fully automated and highly personalized mobile app to tackle worry and anxiousness, based on cognitive behavioral techniques. The Big Health app was developed in collaboration with leading experts, and it delivers practical strategies that have proven to be effective over decades of research.

**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.

**Kurbo**  
Digital program for children and teens ages 8–17 that teaches users how to make healthier choices and lifestyle changes through weekly video coaching, in-app chat, messaging, games, and educational videos.

**Naturally Slim**  
An online program that uses informative videos and learning tools to teach individuals how to lose weight and improve their overall health.

**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.

**Vida**  
An app that pairs individuals 1:1 with a health coach, helping members achieve their health goals through phone and video conversations. Vida’s Weight Loss+ program will be available through Point Solutions Management.

**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.

**WW**  
Weight Watchers reimagined — a weight loss app providing access to food and fitness trackers, thousands of delicious recipes, and expert science-backed techniques to help individuals lose weight.


*For commercial clients.

This page contains trademarks or registered trademarks of CVS Pharmacy, Inc. and/or one of its affiliates.

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