

HealthHUB

Accelerating our Mission to Transform the Health Care Experience

The current health care system is complex, fragmented, and based on an episodic, fee-for-service model that is often wasteful. Each year, avoidable health care spending costs the nation up to \$300 billion due to ineffective coordination of medications and overall disjointed care.¹ This is unsustainable and the entire system needs to be transformed. We can and must do better.

At CVS Health, we have a sense of urgency about the need to bring real change to health care.

The goal of the new CVS Health model is to set a bold course to transform health care in America. It will take more than incremental steps to fix what is broken in the health care system. The HealthHUB is a first-of-its-kind community-based store concept focused on helping customers get well — and stay well — by offering a broader range of health care services, wellness products, trusted advice and personalized care, all with the ease of walking right into a local CVS Pharmacy.

HealthHUB locations will:

- ✓ Provide health care services in a more convenient, accessible, and customer-focused manner
- ✓ Be the testing ground for new pilot programs and service offerings
- ✓ Help us identify the solutions that are the most effective and scalable, and roll them out more broadly



HealthHUB Concept

HealthHUB locations will combine the best of today's CVS Pharmacy with the future of accessible, low-cost health services and offer trusted advice.

The new format will have over 20 percent of the store dedicated to health services. This includes 20 new wellness categories from self-care to chronic care, and thousands of new items including additional durable medical equipment and supplies, and new product and service combinations for sleep apnea.

20%

of the new store will be dedicated to health services.



New Health Services

We will create an elevated health care destination with new health services that enable us to promote better health outcomes and lower medical costs. Trusted experts are available to answer questions, give advice, and provide real-time care.



New MinuteClinic Services

- Help manage certain chronic conditions
- Diabetic screening, monitoring and treatment
- Diabetic retinopathy imaging and screening for MinuteClinic patients*
- End-to-end sleep apnea solution, including sleep assessment, home sleep testing**, diagnosis, CPAP prescription when appropriate, and follow-up care

Nutritional Services

- Licensed dietitians on staff and new spaces for hosting individual sessions and community events
- Weight management programs by digital app**

Community Spaces and Technology-Enabled Offerings

- Wellness rooms for CVS professionals and community partners to host group events such as health screenings, wellness and nutrition classes, and benefits education
- Learning tables with iPads for customers to explore health and wellness apps and also allow them to shop our expanded assortment on CVS.com
- Digitally enabled tools to monitor blood pressure, weight, and body mass index

Advanced Pharmacy Services

HealthHUB locations offer expanded pharmacy services and enable our pharmacists to practice at the top of their license by providing personalized care and support for patients with chronic conditions.

Personalized Rx Support

- Education and counseling to help patients with chronic conditions change their behavior and reduce medical costs

Diabetes Support and Services

- Consult with patients on new or changed medications
- Monitor and manage patients' blood glucose levels
- Educate patients on connected glucometers for improved interactions and outcomes

Blood Pressure Screening and Management

- Conduct onsite consultations
- Follow up with patients' providers for out-of-range readings

Smoking Cessation

- Develop plans for patients and caregivers to help them quit smoking

1. https://www.nehi.net/bendthecurve/sup/documents/Medication_Adherence_Brief.pdf.

*Diabetic retinopathy imaging and screening may be recommended if clinically appropriate for patients with diabetes who receive other diabetes-related services at MinuteClinic. The diabetic retinopathy imaging and screening fee will be charged in addition to your diabetes related service.

**Home sleep test and diagnosis performed by a third party.

All data internal CVS Health analysis, except as noted.

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