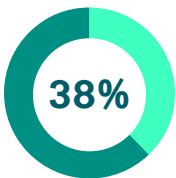




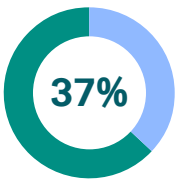
What employees want from their pharmacy benefits and how it influences workplace satisfaction

1 Pharmacy benefits satisfaction can enhance employee productivity and loyalty

74% of insured employees would work harder to help their employers succeed if they are satisfied with their benefits, however:



trust their employer to act in their best interest when it comes to prescriptions



feel their employer shows they care about them with the benefits they offer



Key insight:

Employees see a modern pharmacy benefit experience as a valuable workplace perk, but many feel their employers don't fully deliver on it.

2 A connected digital pharmacy experience is expected

Employees managing prescriptions want benefits to be as seamless and intuitive as their favorite consumer apps:

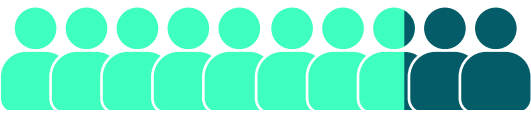


Key insight:

Employees want more than just convenience. They want tools that allow them to personalize their experience and compare by cost, coverage, or location and help them make smarter, faster decisions.

Nearly

80%



want to keep track of all prescriptions, dosages, and refill dates in one place



78%

expect to see out-of-pocket prescription costs before visiting the pharmacy

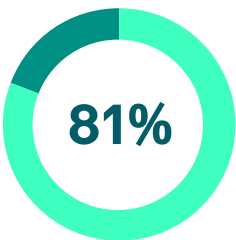


77%

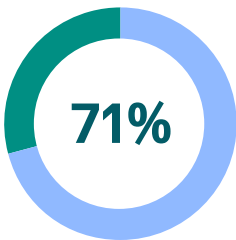
want automatic refill reminders

3 Prior authorization process improvements and educational resources

Employees with prior authorization experience want more visibility into the process:



want real-time updates on prior authorization status



would find educational tools that explain their pharmacy benefits and medication costs helpful



Key insight:

Employees expect these tools to be tailored, so they have access to the right info at the right time, based on their specific medications and needs.

4 Smarter benefit designs that lower costs for patients

Cost remains a barrier, even for insured employees:



Key insight:

Providing comparison tools to help employees find lower-cost alternatives can play a role in enhancing their perception of pharmacy benefits and improve prescription adherence.



42%

feel their employer offers pharmacy benefits that save them money



26%

report not filling a needed prescription in the past year due to medication cost