

PHARMACY CONCIERGE



The power of *Innovation* in health care

Escalating prescription costs affect everyone. At Excellus BlueCross BlueShield, we understand that employers want their employees to have the best possible health care, but need to keep a careful eye on cost. Rising prices and the resulting pressure on employers and insurance plans led us to develop Pharmacy Concierge. The program was launched in 2020 for our self-funded groups.

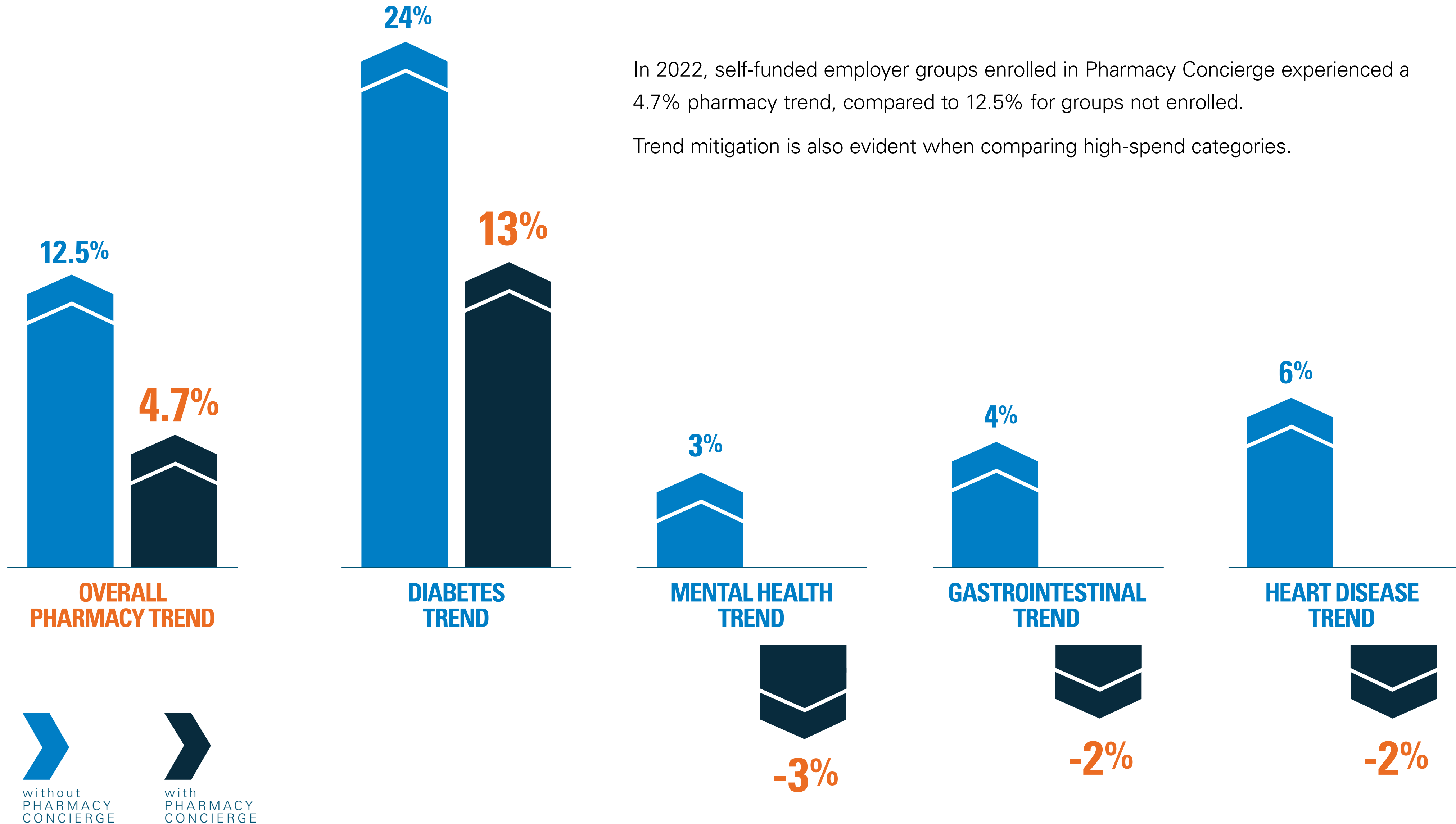
Because of its overwhelming success in driving down costs, in 2022 Excellus BlueCross BlueShield expanded Pharmacy Concierge as a standard benefit for fully-insured experience-rated groups. Whether experience-rated or self-funded, Pharmacy Concierge is delivering significant savings to all Excellus BlueCross BlueShield groups and their employees. The savings are built in for our experience-rated groups, seamlessly saving employers and members on their prescription spend. Self-funded groups who enroll in Pharmacy Concierge are guaranteed a 100% return on their investment.

We are proud to report our 2022 Pharmacy Concierge results.





Managing PHARMACY TREND

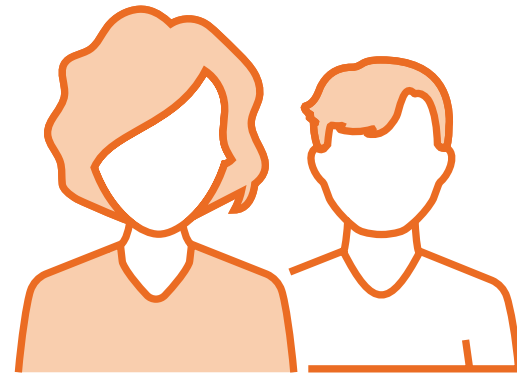


In 2022, self-funded employer groups enrolled in Pharmacy Concierge experienced a 4.7% pharmacy trend, compared to 12.5% for groups not enrolled.

Trend mitigation is also evident when comparing high-spend categories.



GUARANTEED, *Significant* SAVINGS FOR GROUPS



362K

ENROLLED MEMBERS



\$2,908

ANNUAL SAVINGS PER MEMBER CONVERSION



\$2.55

SAVINGS PER MEMBER PER MONTH

7.4⁺M

CLAIMS ANALYZED



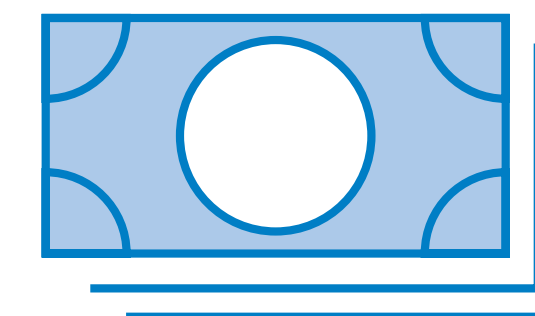
4,305

PRESCRIPTION CONVERSIONS



\$11⁺M

TOTAL GROUP SAVINGS



We are also pleased to share that in the first quarter of 2023, we have already matched the total enrollment achieved in 2022, promising more savings for more groups in the coming year.



LOWER COSTS, *Better* HEALTH OUTCOMES

\$170,000



260%
RETURN ON INVESTMENT

**EXCEEDED
GUARANTEE**

In 2022, a corporation with 3,900 members exceeded their guarantee by over \$170,000. This resulted in a 260% return on investment and a savings of nearly \$6 per member per month.

\$76,000

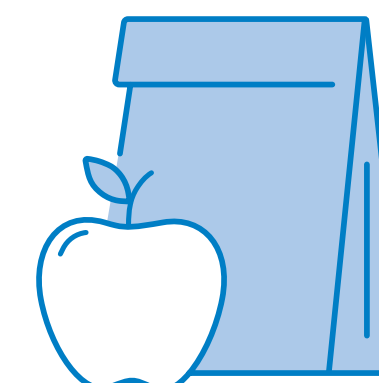


365%
RETURN ON INVESTMENT

**EXCEEDED
GUARANTEE**

In 2022, a local business organization with nearly 1,000 members exceeded their guarantee by over \$76,000. This resulted in a 365% return on investment and a savings of over \$8 per member per month.

\$293,000



115%
RETURN ON INVESTMENT

**EXCEEDED
GUARANTEE**

In 2022, a local school district with nearly 12,300 members exceeded their guarantee by over \$293,000. This resulted in a 115% return on investment and a savings of nearly \$4 per member per month.

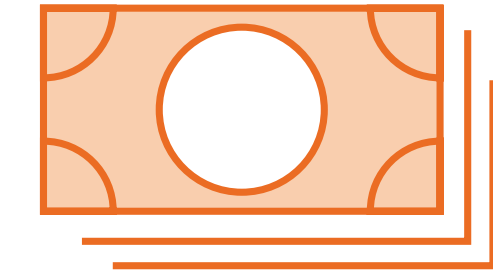
The concept of reducing pharmacy costs by identifying lower-cost generics or modifications to dosages is not unique. What is unique about Pharmacy Concierge is our focus on health outcomes and safety. It is much more than an algorithm. Our program includes a clinical review of every savings intervention. Our review ensures both safety and savings. We work directly with the prescriber to discuss and suggest alternatives, but the final decision is between the prescriber and patient.



CLINICAL REVIEW *Reduces* RISK



MEMBER SAVINGS
PER YEAR



GROUP SAVINGS
PER YEAR

A clinical review identified a member taking multiple costly, single-agent oral diabetes medications. Our clinician recognized this as an opportunity to simplify the regimen for the patient and save money. We reached out to the provider to suggest changing the member to a combination product. After reviewing our information and the patient's record, the provider agreed.

The member now takes one tablet, simplifying their routine. And, with only a single co-pay, the member saves \$120 per year; the group saves \$79,760 per year.

\$120

\$79,760

Our clinical team identified a member on an incorrect dosage of an anti-depressant, which was prescribed twice daily. The correct dosage is once daily. Our team reached out to the provider and suggested generic alternative. The provider agreed.

The member is now taking the correct and safer dosage once daily, ensuring a better outcome. The member saves \$3,500 per year; the group saves \$35,600 per year.

\$3,500

\$35,600

It's not just about the potential savings. Sometimes it's a switch to a generic, or sometimes a change in dosage to help manage side effects. Because our clinical team can review a member's entire prescription regimen, they can also catch dosage errors, drug interactions, or gaps in care.

Beyond managing risk, we're improving outcomes.

Guaranteed REWARDS

WITH NO RISK

With our performance guarantee, there is no risk in joining Pharmacy Concierge. The savings are significant, both for employer groups and individual employees. For more information about Pharmacy Concierge or to request a quote, please contact your dedicated account representative.



Everybody Benefits

[ExcellusBCBS.com](https://www.ExcellusBCBS.com)