

PBM BEST PRACTICES



PBMs work to deliver the lowest net cost of drugs for their clients and improve patient health outcomes.



PBMs offer their clients programs that facilitate timely patient appeals to help ensure appropriate medication use.



PBMs provide clients with audit rights in their contracts.



PBMs perform drug utilization reviews to help reduce drug-drug interactions, increase patient safety, and improve appropriate use.



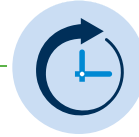
PBM clients are entitled to negotiate all client contractual terms, including rebate arrangements ranging from 100% pass-through to shared savings.



PBMs offer network options that include high quality, credentialed pharmacies.



PBMs provide clients with programs to protect against drug manufacturer price inflation.



PBMs provide patients 24-7 access to pharmacists or other clinicians.



PBMs utilize independent clinical experts and specialists to develop formularies and clinical programs to help ensure patients have access to clinically appropriate treatments.



PBMs guarantee financial terms and service levels to maximize overall contract value.