



TO: Interested Parties
FROM: Dan Judy and Jon McHenry
DATE: June 15, 2020
RE: Key Findings from Survey of Benefit Managers

Our national survey of benefit managers and human resources directors, conducted online June 4-9, 2020, consists of 250 respondents drawn from a list of benefit managers and human resources directors provided by Dynata. All respondents work for a company with 1,000 or more employees, have at least 1,000 individuals under coverage, and have an annual prescription drug spend of over one million dollars.

The survey found a number of positive views regarding PBMs and prescription drug benefits. Key findings from the survey, with a margin of error of ± 6.20 percent, are:

- 1. More than nine in ten are satisfied with their PBM.** Ninety-three percent of respondents are satisfied with their PBM, including 35 percent who are “very satisfied.” Just four percent are dissatisfied.
- 2. Over four-fifths say that their company’s contract with its PBM is transparent.** Eighty-two percent of respondents say that their contract is transparent, with 40 percent saying it is “very transparent.” Just 12 percent say that their contract is not transparent.
- 3. Majorities of benefit managers report stable costs for prescription drugs overall, including for mail-order drugs.** Fifty-nine percent of respondents say that the amount of money their company spends on prescription drugs has held steady over the last year, and 54 percent expect their company spending on mail-order prescriptions to be about the same next year.
- 4. The vast majority say that PBM programs are effective at reducing drug costs for their organization.** Eighty-one percent of respondents say that a preferred retail pharmacy network helps reduce drug costs, compared to 81 percent for a tiered formulary that encourages the use of generics, biosimilars and lower-cost brands, 79 percent for real-time benefits tools for prescribers and patients, 74 percent for a mail order requirement for maintenance drugs, and 70 percent for utilization management tools like prior authorization and step therapy.