



## Delivering Value for TPA Partners

WellDyne Pharmacy Benefit  
Management Services

# Executive Summary

---

At WellDyne, we are committed to driving meaningful change in pharmacy benefits by leveraging technology to engage with patients and providers, helping to drive increased medication adherence and lowest net cost for prescriptions. We are laser-focused on taking great care of clients and their members.

We understand the strategic philosophy of third-party administrators and the challenging work you do to serve your clients. We have aligned our services to provide optimal value for you through:

- **Real Transparency.** We provide complete visibility through access to data, clear pricing definitions, multiple pricing arrangements that are easily understood, easily reconciled and audited. We are proud to own and operate the services we offer, including mail order, specialty pharmacy, call centers, and clinical services. Our services are U.S.-based and allow for flexible service to both clients and members.
- **Exceptional Service.** Our team collaborates with clients to create a seamless partnership between our teams. A central point of contact will provide multi-layer reporting to identify trends by group and support ongoing implementations as well as client retention efforts.
- **Successful Trend Management.** Our specialty trend of 5.5% far surpasses the industry average of 11.0%. And, our core clinical program offering typically delivers more than \$10 PMPM in savings and cost avoidance.
- **Rapid and Accurate Implementation.** Our Implementation Team uses proven processes and tools to successfully onboard unique benefit designs and program rules. Many TPA groups can be implemented in as little as 30 days. Our most recent January 1 go-live was exceptional and our team received unsolicited positive feedback from a substantial number of new clients and consultants.
- **Flexible Solutions.** Our services are configurable to meet the individual needs of clients, including plan design, formulary options and clinical programs. We offer comprehensive reporting options, including a self-service reporting portal. We also provide white-label solutions for partners.

For more than 25 years, WellDyne has leveraged its deep clinical expertise to achieve better patient outcomes and reduce pharmacy trend for our clients. We look forward to further discussions and taking the next steps in our partnership.

## Value for Clients

WellDyne is a full-service pharmacy benefit manager that has kept pharmacy costs low and quality of care high for our clients. We help TPAs, their client groups and their plan members take control of pharmacy costs, with a focus on specialty pharmacy — the fastest growing cost within healthcare today.

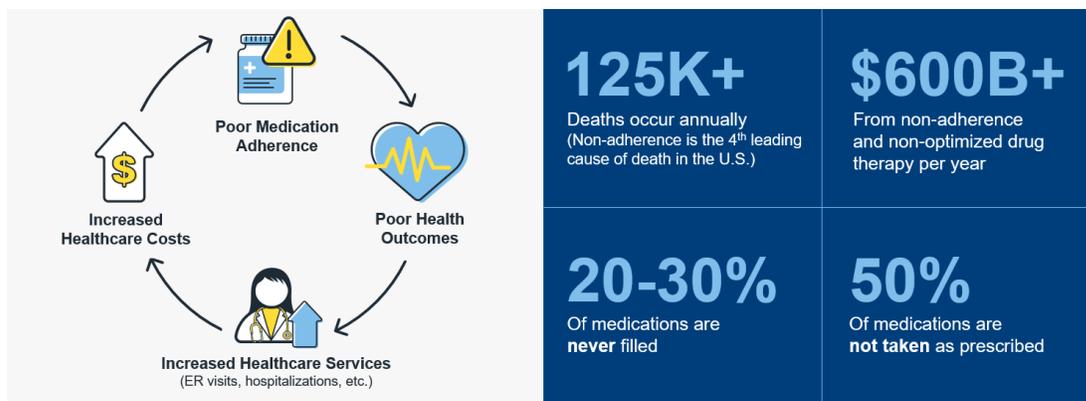
We integrate all PBM services in-house with proven expertise and innovative technology at the forefront, working directly with each client to create a plan that meets their needs. At WellDyne, we are committed to improving outcomes for our clients and members by optimizing and enhancing every opportunity to engagement with members, every prescription fill, and every client interaction we have.

When it's time for better results, it's time to choose a new path forward.

 <p>Support for new business growth and retention of our TPA clients</p>	 <p>Proficient implementation of multiple groups simultaneously for the same TPA client</p>	 <p>Experience in managing a variety of plan designs for different groups within the TPA</p>
 <p>Reporting packages designed specifically for TPAs to manage many clients on an individual basis and in aggregate</p>	 <p>Realtime connectivity for coordination and exchange of eligibility, medical, and accumulator data</p>	 <p>A high-quality, high-touch member service contact center including phone, fax, video chat and secure email communication options</p>

# Encouraging Better Health

Medication therapy is the least invasive and most cost-effective way to treat disease and maintain health. Our vision is to fulfill the essential promise of pharmacy so we can help people live to their healthiest, happiest and fullest potential. To achieve our vision, we bring a relentless focus on finding better ways to deliver pharmacy benefits and achieve lowest net cost. Specialty patients and those with chronic conditions require special handling and support. Cost of non-adherence is high for both the member and the plan.



We simplify the patient journey by providing the support needed to start and stay on the right therapy.

With our WellManaged programs, WellDyne takes a Centers of Excellence approach to the clinical conditions that drives your pharmacy trend. Following national standards of care, we promote first-line therapies, educate patients about their disease and medication, offer 1:1 counseling sessions and coach patients on side-effect management and adherence.

<h3>Better Care</h3> <ul style="list-style-type: none"> <li>WellManaged programs</li> <li>Experienced care team</li> <li>Enhanced patient adherence and outcomes</li> </ul>	<h3>Better Engagement</h3> <ul style="list-style-type: none"> <li>Curated patient journey</li> <li>Innovative technology</li> <li>Trusted partnership with prescribers</li> </ul>	<h3>Better Cost</h3> <ul style="list-style-type: none"> <li>Low net cost strategy</li> <li>Meaningful intervention</li> <li>Vigilant utilization management</li> </ul>
---	---	--

# How We Differentiate

---

## SUCCESSFUL TREND MANAGEMENT

**Our 2019 overall trend of 0.3% and specialty trend of 5.5%**

far surpasses the industry average of 2.0% and 11.0% respectively. And, our core clinical program offering typically delivers more than \$10 PMPM in savings and cost avoidance.

- **Implementation Satisfaction.** Our Implementation Team uses proven processes and tools to successfully onboard fund-unique benefit designs and program rules. Our most recent January 1 go-live was exceptional and our team received unsolicited positive feedback from a substantial number of clients.
- **Client Service Infused with Experience.** Every client receives a dedicated Client Services Team with a wide range of experts who understand the nuances and challenges of the TPA market. We are dedicated to increasing value through exceptional, responsive service.
- **Patient Management in our WellManaged Programs.** We take a *centers of excellence* approach to high-cost, complex patients, including specialty and traditional chronic conditions, such as oncology, diabetes, asthma and COPD, multiple sclerosis and rheumatoid arthritis. Our clinicians onboard new patients, review treatment plans, monitor adherence and coach high-risk members to ensure treatment is aligned with national standards.
- **Powerful Digital Tools for Patient Engagement and Education.** Our current member technology capabilities and future enhancements give members increased access to information using their preferred communication mechanisms and tools.
  - **WellConnect** secure text communication tool drives better patient outcomes by engaging members to help them save money, increase adherence and provide tips and education regarding their specific disease states.
  - **WellView** member portal provides drug price transparency, real-time savings opportunities, mail order support and tracking, digital ID cards, deductible monitoring, prescription history, pharmacy locator and formulary integration
  - **Mobile App** with all capabilities of the WellView member portal provides comprehensive information about pharmacy benefits and medications – as close as the member’s phone.