

The State of Delaware

Update on CVS Commercial Plan Performance for FY22

State Employee Benefits Committee

December 19, 2022

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Update on CVS Commercial Plan Performance for FY22

- Pharmacy benefits management under the State Employee Group Health plan has been administered by CVS Health since July 1, 2021 for Commercial (non-Medicare) plan participants and since January 1, 2022 for EGWP (Medicare) plan participants
 - Change impacted every participant enrolled in the State Employee Group Health plan
- FY22 Commercial plan performance results are now available for:
 - Financial performance guarantees
 - Member satisfaction survey
- Performance results for the EGWP 2022 plan year (ending 12/31/2022) will not be available until mid-2023

CVS Commercial Plan Performance Guarantee Results, FY2022

- CVS met that majority of the performance guarantees (PGs) for the 2022 fiscal year (7/1/2021 – 6/30/2022)
- Two financial guarantees were missed related to specialty brand effective rate and specialty generic effective rate discount guarantees
 - PG sets targets for minimum level of discounts achieved for both brand and generic drugs dispensed through the plan
 - Actual measured discounts were less than target
 - Resulted in a penalty payment back to the State Group Health Plan in the amount of \$818,000
- Member satisfaction survey results are generally positive; highlights include:
 - Overall satisfaction with prescription benefit services: actual result of 96% vs. target of 90%
 - Further details are noted in the appendix

Appendix

CVS Commercial Plan Member Satisfaction Survey
Results, FY2022



State of Delaware

Results

Performance Guarantee (PG) Member Satisfaction

August 2022



State of Delaware

PERFORMANCE GUARANTEE (PG) REPORT CARD









Completes  145	Sample dates  04/01/22 – 06/30/22	Survey method  Phone	Survey type  CVS Standard	Fielding dates  07/18/22 – 07/29/22
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OVERALL EVALUATION


Overall Satisfaction With Prescription Benefit Services

RESULT	TARGET	RESULT VS. TARGET
96%	90%	+6%

SATISFACTION WITH CVS CAREMARK SERVICES

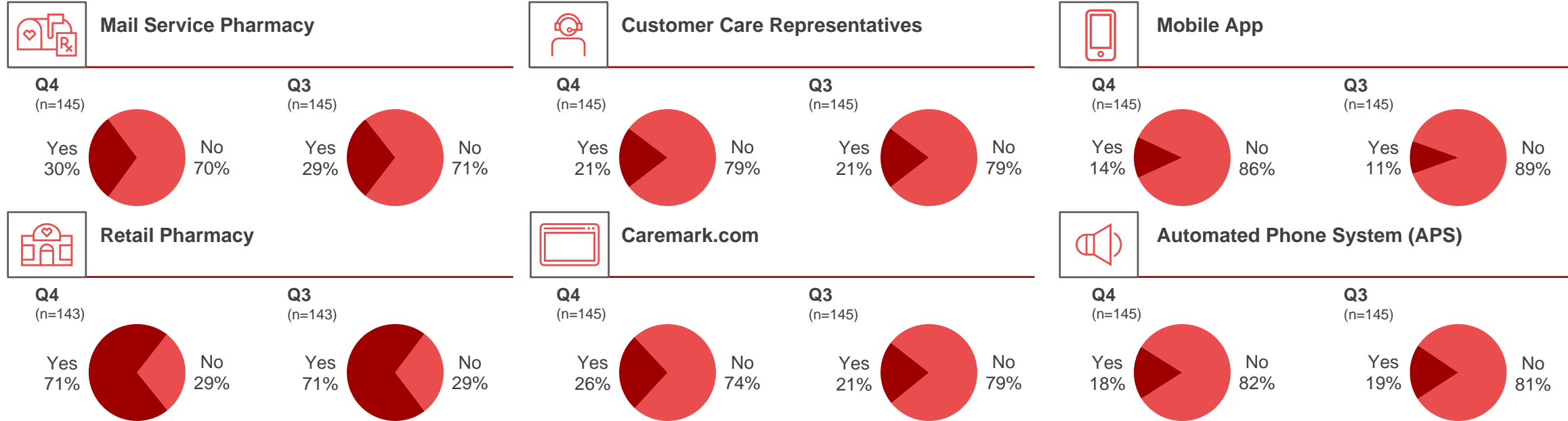
RESULT	RESULT	RESULT																												
 Mail Service Pharmacy Usage: 30% <table border="1"> <tr> <td>Overall satisfaction</td> <td>100%</td> </tr> <tr> <td>Ease of ordering medication</td> <td>98%</td> </tr> <tr> <td>Receiving by scheduled date</td> <td>100%</td> </tr> </table>	Overall satisfaction	100%	Ease of ordering medication	98%	Receiving by scheduled date	100%	 Customer Care Representatives Usage: 21% <table border="1"> <tr> <td>Overall satisfaction</td> <td>100%</td> </tr> <tr> <td>Effectively responding</td> <td>100%</td> </tr> <tr> <td>Understanding your concern/inquiry</td> <td>100%</td> </tr> </table>	Overall satisfaction	100%	Effectively responding	100%	Understanding your concern/inquiry	100%	 Automated Phone System (APS) Usage: 18% <table border="1"> <tr> <td>Overall satisfaction</td> <td>100%</td> </tr> <tr> <td>Resolution of request/question</td> <td>100%</td> </tr> </table>	Overall satisfaction	100%	Resolution of request/question	100%												
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 Retail Pharmacy Usage: 71% <table border="1"> <tr> <td>Overall satisfaction</td> <td>92%</td> </tr> <tr> <td>Courtesy and professionalism</td> <td>96%</td> </tr> <tr> <td>Ability to use preferred pharmacy</td> <td>99%</td> </tr> <tr> <td>Convenience of location</td> <td>100%</td> </tr> </table>	Overall satisfaction	92%	Courtesy and professionalism	96%	Ability to use preferred pharmacy	99%	Convenience of location	100%	 Caremark.com Usage: 26% <table border="1"> <tr> <td>Overall satisfaction</td> <td>95%</td> </tr> <tr> <td>Right amount of information</td> <td>95%</td> </tr> <tr> <td>Locating prescription information</td> <td>95%</td> </tr> </table>	Overall satisfaction	95%	Right amount of information	95%	Locating prescription information	95%	 Member Communication <table border="1"> <tr> <td>Overall satisfaction</td> <td>94%</td> </tr> <tr> <td>Quality of communications</td> <td>93%</td> </tr> <tr> <td>Status updates and reminders</td> <td>91%</td> </tr> </table>	Overall satisfaction	94%	Quality of communications	93%	Status updates and reminders	91%								
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State of Delaware

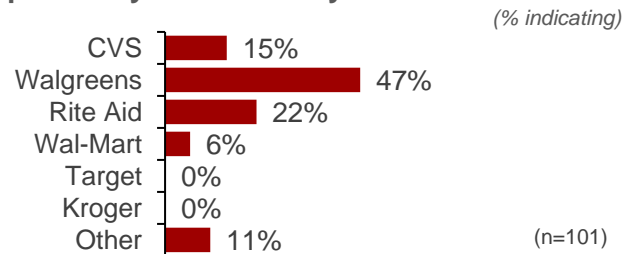
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Q4 VS. Q3 RESULTS

USAGE



Retail pharmacy most recently used



State of Delaware

Q4 VS. Q3 RESULTS



Overall Evaluation

Completes



145

Sample dates



04/01/22 – 06/30/22

Survey method



Phone

Survey type



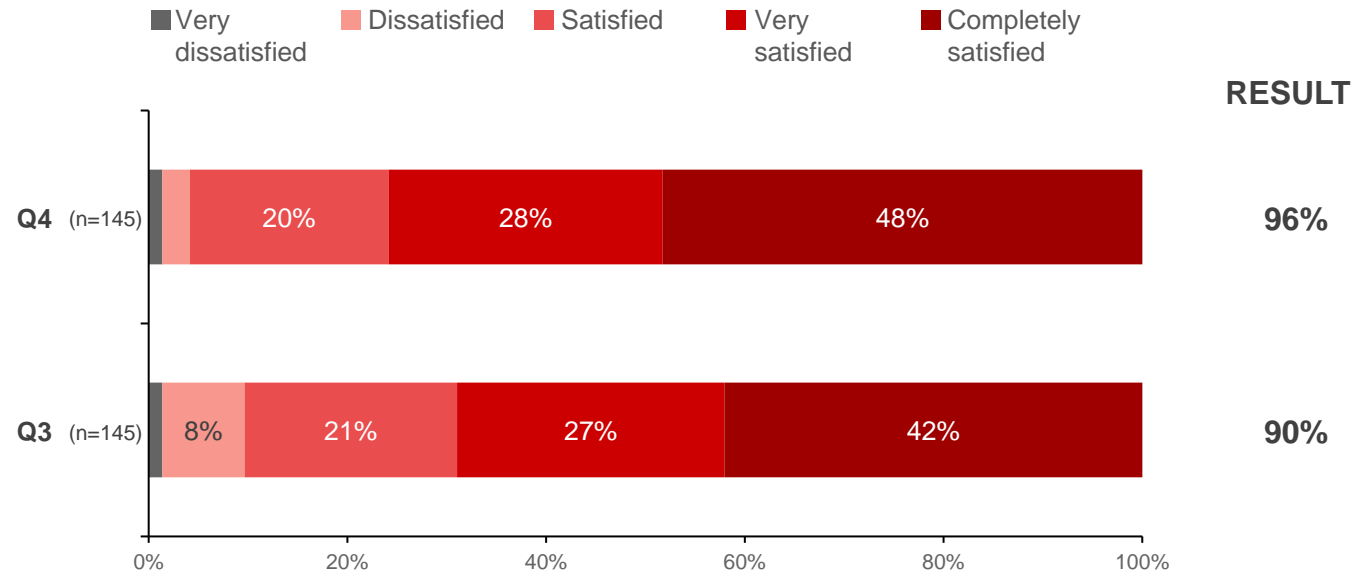
CVS Standard

Fielding dates



07/18/22 – 07/29/22

Overall Satisfaction With Prescription Benefit Services



RESULT Overall satisfaction. Percent of satisfied or better on a 5 point scale.

↑↓ Indicates that the Q4 result is significantly higher or lower than the Q3 result.