

Crafting Solutions for Today's Pharmacy Benefits Challenges

Elixir offers the scale, flexibility and expertise
you need to achieve your business goals.



elixir
CRAFTED RX SOLUTIONS

Achieve Whole Health for Life

More than 20 years ago, Elixir was created with a desire to deliver a better way for people to get the prescription drugs they need. We achieve this by owning all the functions to optimize the full pharmacy care experience. This uniquely positions us to offer solutions to help you and your members achieve whole health for life.

Our experience and insight have made us a trusted care connector, as we drive lower healthcare costs through better coordination, stronger engagement and personalized services.

But it is our values and company culture that truly represents how we work—for you and with you—to achieve mutual goals. Our associates get up every day with the goal of delivering excellent service and ready to:

- **Hustle with humility.** We're strivers and high achievers who believe that no job is too small. We achieve results with speed and determination. We always listen to understand, stay agile and adapt quickly, and represent our brand—and yours—with pride.
- **Earn trust and keep it.** We know trust is earned. We act with integrity and deliver on our commitments. This means we always do the right thing, acknowledge and learn from our missteps and embrace problems as opportunities.
- **Get there together.** We can get there together. We believe in lasting partnerships. We're connected and collaborative and there's nothing we can't achieve together.

We form genuine partnerships with you, and will work together to craft solutions to cure your pharmacy benefits challenges.

EMPLOYER GROUPS CAN COUNT ON:



Specialized account teams, with proven experience with employer groups, who commit to a **2-hour** response time.



Member tools and services, including 24/7/365 Customer Care, member portal and mobile app, online benefit fair and personalized welcome booklet.



Affordable, high-quality drug coverage for your members, with competitive drug pricing and clear contract terms.



In-house clinical expertise to assess and close gaps in care and enable positive behavioral change.



Flexible mail and specialty services, including our accredited pharmacies and a proven process for working with alternative payers.



Fully insured and self-funded employer group waiver plans (EGWP) for retiree populations.



Specialty copay strategies that significantly offset drug spend.



System infrastructure to support tailored programs, integrate with vendors and alternative payers.

Uniquely Positioned to Meet Your Needs

The PBM with the right blend of strength and agility

Elixir is a full-service PBM and fully owned subsidiary of Rite Aid Corporation, a Fortune 200 company. You get the benefit of our enterprise scale that allows us to compete aggressively on discounts, rebates and ancillary fees and the flexibility to give you the solutions you want and need.

As a **full-service PBM**, we own and operate all the assets needed to give you control and choices:

- Industry leading adjudication platform, offering flexibility, efficiency and data privacy protection
- Our own network of 65,000 pharmacies, plus custom network options, including our accredited mail and specialty pharmacies
- Prescription savings programs for non-covered drugs and uninsured individuals and groups
- Fully insured and self-funded employer group waiver plans (EGWP) and RDS management for your retiree populations



Experienced PBM leader for 20+ years

We're not new to pharmacy benefits and we serve employer groups of all sizes—from under 50 lives to over 50,000. With this experience, you can rely on us for pharmacy benefit solutions that meet the unique needs of your members while controlling cost.

With Elixir, you enjoy the flexibility of benefit choice. We won't require you to conform to a 'one-size-fits-all' approach, or specific set of formulary, network or utilization rules. Instead, we advise you on how your decisions can make a difference in the overall health of your members and cost to your plan.

More accreditations than most PBMs

Rely on our commitment to quality. Elixir holds all four core PBM accreditations by URAC, as well as several accreditations from the National Committee for Quality Assurance (NCQA), Accreditation Commission for Health Care (ACHC) and National Association of Boards of Pharmacy (NABP).



The Elixir team is responsive and proactive. We don't see that with many PBMs!

— Director of Benefits, employer group with 4K lives

Consultative and Trusted Advisors

Specialized account resources

Your account team works with clients just like you, so they can offer solutions for the challenges you face everyday. Count on your team to provide industry specific experience, offer proactive best practices shared from other leading institutions, and measure against book of business benchmarks to help analyze and adjust your plan.

You can trust your account team to be responsive because we commit to a **2-hour response time** to all of our clients. Rely on us to work alongside you as an extension of your team, providing resources and guidance you need.

Gold-star implementation satisfaction

At Elixir, our implementation, operational and client service teams are experts at aligning people, processes and tools to assure a smooth, timely and referenceable transition. Following a proven process, an experienced Implementation Manager serves as your advisor. You and your account team are engaged from day one for a smooth go-live experience.



The account management team is very responsive—they are phenomenal. I have also been very impressed with their customer service.

- VP of Group Benefits, restaurant chain with 10K lives

Value-added clinical services

Elixir has the clinical expertise in-house to assess and close gaps in care, and enable positive behavioral change and better health outcomes:

- Comprehensive management of benefits and formularies that align with best practices and clinical studies
- Population health solutions that eliminate gaps in care, improve member safety and medication adherence and increase quality scores
- Proactive drug pipeline analyses and projections for your healthcare budgeting purposes

CASE STUDY:

Situation:

Employer with 2,000 members seeking to lower drug costs for their plan and members.

Solution:

Elixir conducted a thorough analysis to configure a 90-day, maintenance medication network that offered optimal drug savings and access with minimal member disruption. We also collaborated with the client on communications to educate members.

Result:

The employer saw a **\$24K reduction in total drug costs** in the first two years after implementing the maintenance medication network. This equated to a **1.1% total drug cost savings or \$3.36 per prescription**. Adherence rates also increased: **61%** for diabetes medications, **21%** for cholesterol medications and **16%** for blood pressure medications.

Expertise, Support and Coverage for your EGWP Offering

For 15 years, Elixir has provided prescription benefit services to some of the largest Medicare, Medicaid and commercial health plans and Part D insurance for individual and group retirees. Because of our deep experience, we understand the unique needs of Medicare members and clients—and the compliance requirements that go along with it. We have insight into the special needs of Medicare members that most PBMs lack.

Elixir Insurance holds a contract with the Centers for Medicare and Medicaid Services (CMS) and offers a Medicare Approved Part D plan licensed in all 50 states, Washington, D.C., and Puerto Rico. You can rely on our team of compliance professionals to provide expert insight, direction and guidance and ensure compliance with state, national and CMS regulations.



Your plan, your way

With Elixir, you have the ability to customize your EGWP offering that works best for you and your members. Choose from fully insured, partially insured or self-funded financial options to meet your needs. You can also add a non-Part D wrap to mirror your commercial population's benefits for a seamless member experience.

We manage CMS interactions so you don't have to

As a Medicare-contracted Part D plan that manages all CMS interactions for you, we make it easy to realize the benefits of an EGWP without the administrative burden. Our outstanding CMS Program Audit scores demonstrate our expertise and commitment to excellence!

Comprehensive member communication

Your members will receive proactive communications and will have access to Medicare-trained customer care representatives, available 24 hours a day, seven days a week.

Over 65,000 pharmacies nationwide

Our network includes large retail chains and small independent pharmacies, as well as the convenience of mail order. We also provide an extensive drug list and educational information to help your members better understand and manage their medications and care.

Impactful clinical programs provide exceptional member care

At Elixir, we blend best practices in medication therapy management, formulary administration, clinical programming and behavioral economics to improve medication adherence and change behaviors, resulting in more satisfied, healthier members.

More opportunities to save

Take advantage of rebates in the coverage gap, as well as premium subsidies and federal reinsurance at the catastrophic phase. All of these create significant savings opportunities to drive down your costs so you can continue to offer quality coverage for your members.

We Don't Like the High Cost of Specialty Medications Either

Here's what we're doing about it:

Our approach to managing specialty drug spend addresses the varied needs of members with complicated conditions, and the unique differences in the medications available, including:

Proactive care models by therapy class and drug regimen

While keeping the member at the core of every decision, we provide therapy management solutions that balance costs with clinical efficacy and act as an additional layer of protection and oversight beyond your standard utilization management strategies.

Specialty savings strategies

Our copay maximizer program, Managed Copay, and copay accumulator program, Copay Tracker, leverage available manufacturer assistance programs to drive member savings while tracking member out-of-pocket costs. As a result, the plan's total specialty drug spend is lowered by as much as **10% to 12%** on drugs that pass through the program. Plus, impacted members pay on average less than \$35 per prescription.

Incentivize specialty generics and everyone saves

We have identified generic specialty drugs that optimize savings and are clinically effective in treating their respective disease state. Through our copay maximizer program, the brand drug is excluded and the member is offered a **\$0 copay** to use the generic. While the plan sponsor pays the full cost of the generic drug, it is still a substantial savings over the brand-name medication, sometimes half the cost, resulting in thousands of dollars in reduced drug spend.

Access to limited distribution drugs (LDD)

No single specialty pharmacy can dispense all specialty drugs. With Elixir's network solution that provides access to these LDDs, members are promised timely and seamless dispensing and are fully supported with all aspects of their care. Plus, this helps ensure better cost control from an extended network.



Elixir Specialty at a Glance

Specialty medications are revolutionizing the pharmaceutical industry, providing new hope and treatment options for people with complex conditions, like multiple sclerosis, hepatitis C and cancer. However, these specialty therapies come with a hefty price tag for both the plan and the member, as well as complexities that must be managed for each member as an individual.

Elixir Specialty sees each specialty prescription as an opportunity to help improve a member's condition and quality of life. Our thoughtful approach focuses on each member's unique condition and balances clinical effectiveness, economic impact and the member experience, leading to better outcomes for both the member and the plan.



WORLD-CLASS, ACCREDITED SPECIALTY PHARMACY with more than 10 years serving millions of members nationwide. You can trust our proven track record.



CONDITION-FOCUSED CLINICAL CONTROLS. Our care plans are customized by disease state and drug, with continuous monitoring to drive the best possible outcomes.



INDIVIDUALIZED MEMBER CARE because no two people have the same experience, especially with complex chronic conditions. Engaging members prior to dispense and throughout treatment leads to better medication adherence, lower overall healthcare costs and an improved experience.



100% OF MEMBERS ASSESSED FOR COPAY AND/OR FOUNDATION ASSISTANCE to help members afford their medications, which also helps increase medication adherence.



OUR CARE COORDINATORS AND EXPERTS IN SPECIALTY CARE, holding certifications in a number of conditions that specialty drugs treat.



NPS SCORE OF 83—NINE POINTS HIGHER THAN THE NATIONAL AVERAGE and more than 40 points higher than drug stores and pharmacies. Our overall member satisfaction rate is **98%**, and **99%** for customer care support, pharmacist support and delivery by 'needs-by' date.



Our Clinical Solutions Reduce Drug Spend and Improve Outcomes

Elixir provides a choice of clinical solutions that close care gaps while reducing preventable harm and avoidable costs. We work with you to meet the specific needs of your member populations while aligning with your plan goals. **Here are some of our clinical solutions:**

Adopt a better utilization management solution

2–5%

Average Annual Savings with UM Controls

When it comes to utilization management (UM) tactics, not all approaches are equal. While it may seem that denying drugs saves the plan money, the lack of necessary medication could lead to undesirable health outcomes and even more complications. On the other hand, allowing more drugs without assessing appropriateness could needlessly drive up spend.

Our UM programs offer clinically sound solutions based on indication, effectiveness, safety and adherence to drive improved health outcomes for members. We start with the fundamentals, such as prior authorization, step therapy, quantity limits, Drug Utilization Reviews (DURs) and measurement of medication adherence. Typically, expected savings from utilization management programs for traditional medications is approximately **2 to 5%**. Elixir passes through 100% of any clinical program savings.

Stop covering unnecessary drugs that inflate drug spend

60%

Savings per prescription with NED program

A trend of new, high-cost drugs being created from existing, lower cost medications has crept into the pharmaceutical industry. These expensive new drugs provide no clinical advantage or health benefit and unnecessarily inflate drug spend. As an example, Treximet® is a combination of sumatriptan and over-the-counter naproxen, however, Treximet costs \$1,056 per prescription, whereas, sumatriptan and naproxen only cost \$13.

Our Non-essential Drug (NED) program, available at no cost, finds, excludes and replaces these drugs with more affordable, clinically sound alternatives—incentivizing members to limit out-of-pocket costs, saving plans as much as **60% per prescription**. This can equate to **2% in annual savings**.

If the FDA hasn't approved it, neither should you

0.3%

Annual Savings with Non FDA Program

Medi-Span has national drug codes (NDCs) for medications that have not been approved by the FDA. As a result, many PBMs process these. We exclude them from coverage because they have not been FDA approved and we do not know if they are safe.

Additionally, sometimes non-FDA approved drug products are being processed as 510(k) medical devices, often with extremely high price points. For example, a topical “prescription only” agent for atopic dermatitis or eczema that is actually just a moisturizer is being marketed as a medical device, and is sneaking into coverage under the pharmacy benefit at a cost of over \$5,000 per script. Using our approach to block non-FDA approved drugs, plan sponsors can **save 0.3% annually**.

Our Clinical Solutions *Continued*

Control diabetes spend and improve member outcomes

14%

Of Non-Specialty
Drug Spend is for
Diabetes Rx

Diabetes is a major health problem in the U.S. and a significant source of prescription spend for many payers. One in 10 Americans have diabetes and take an average of **7.5 medications daily**. As a result, it accounts for an average of 14% of non-specialty drug spend.

Our multi-prong approach helps clients control diabetes costs while empowering members to manage their disease. We combine member education with a preferred product formulary and utilization management strategies. We also provide free glucometers to help members appropriately monitor their blood sugar levels. This helps to optimize the member's therapy regimen to improve their whole health and reduce additional costs for both the plan and the member.

Take opioid safety beyond industry guidelines

42%

Decrease in number
of pills dispensed for
first time opioid fills

Industry guidelines recommend pre-dispense controls for opioid management, but fail to include concurrent and retrospective measures to safely address pain and reduce abuse. Our Pain Management Solution focuses on member safety through communication, education and outreach, as well as interventions that help avoid excessive dosing and dangerous drug combinations, with the goal to help individuals manage pain safely.

Our Pain Management Solution has shown a **42% decrease** in the number of pills dispensed for first-time opioid fills and a 43% decrease in the number of prescriptions exceeding 90 morphine milligram equivalents (MMEs). Modeled after CDC guidelines and available to clients at no cost, you can rest assured members will get the medication they truly need with all safety precautions in mind.

90-day prescriptions improve medication adherence

7%

Annual Average
Savings with Rx90

A 90-day supply of drugs can help members using maintenance medications increase adherence, as well as save money for both the plan and the

member. Our Rx90 program incentivizes 90-day fills of these prescriptions at an exclusive, select network of retail and mail order pharmacies. With this limited network of pharmacies, you receive significantly discounted drug costs. This solution typically **saves on average up to 7% annually** on total medication spend and improves member adherence.



Our Commitment to Your Members

Automatic Rx savings on non-covered drugs

Most plans choose not to cover select medications, such as those for acne, impotency, hair loss, weight loss and smoking cessation. The **Elixir Personal Savings Program (PSP)** gives your members **an immediate discount—as much as 65%**—at 60,000 retail chains and local independent pharmacies on many of these most frequently prescribed medications at no cost to the plan. Members receive a discounted price and are responsible for 100% of the cost. Best of all, participation is automatic, with seamless integration into existing Member ID cards. If the drug isn't covered by the plan, the pharmacy will apply the discount without any action needed by the member.

100% U.S.-based Customer Care team

Our Customer Care team are Elixir employees, not an outsourced service. Available 24/7/365 across all times zones, our team members are trained on your culture and benefits plans and have the ability to accommodate over 240 languages. We pride ourselves on a 98% first call resolution rate. We also provide around-the-clock access to pharmacists to answer member questions about their medication.

Online member portal and app

Members can access details of their pharmacy benefits anytime, anywhere with our mobile-optimized portal and app. Using these digital tools, members can compare drug pricing and view recent prescription information, search for network pharmacies, view and print a Member ID card and much more.

Personalized pharmacy benefits online showcase

Elixir's pharmacy benefits online showcase provides a convenient opportunity for members to learn about their prescription drug benefits. Members can access the web page 24/7 on their desktop or mobile device to view and download materials about their pharmacy benefits. The virtual benefit fair web page can be customized to include your logo and any support documents.



Personalized member welcome booklet

Crafted to support your specific benefit plan, our welcome booklet with Member ID cards attached to the cover delivers the education and information members need to use their benefits and make healthy choices. This digest-sized booklet offers information to make using the pharmacy benefit easier, including cost share details, steps to set up an online account, how to use mail order and commonly used terms and definitions.

These are just some of the many ways Elixir focuses on delivering an excellent member experience.





For more information and valuable insights visit
elixirsolutions.com

