

## Why EmpiRx Health

**As the most clinically advanced PBM in the industry**, EmpiRx Health is SJVIA's healthcare partner—and we're proud of it. Since 2017, we have successfully worked together with SJVIA to deliver best-in-class pharmacy benefits to you and your members. **More than \$16.5M in fully-auditable clinical savings and less than 5% YOY trend, compared to an industry trend of 12-18%**, all with the highest level of clinical integrity, is the reason why our partnership with, and results for SJVIA are market-differentiated.

**100% auditable Clinical Savings Guarantee.** Our pay-for-performance model holds us accountable and is 100% auditable and transparent. We take downside risk to lower SJVIA's costs—if we don't meet our guarantee, we cover the difference. **No other PBM in this market does this.**

**A data-enriched, human-delivered population health strategy tailored to your membership at no charge.** We drive equal or better outcomes for SJVIA members while eliminating waste and excess cost. Our pharmacists are at the center of our patient care team, collaborating with prescribers to ensure the right therapy for your members at the right price.

**SJVIA receives white-glove service 24/7/365.** EmpiRx Health is SJVIA's service destination—a high-touch, people-focused level of concierge service no other PBM can offer. We recently implemented our **Member Care Advocacy model for SJVIA at no additional charge.** Specially trained clinical advocates deliver a heightened patient experience and reduce gaps in care for members with healthcare or service complexities.

**National presence with a local PBM feel**, including client management support from our Head of Client Services, Lisa Krajewski, **located in California.**

**100% pass-through of guaranteed rebates for the 2023 renewal and an increased clinical savings guarantee of an additional \$250,000 per year.**

**No burdensome or risky implementation process.** Your pharmacy program is in place and your members know us, which affords continuity of service and zero member interruption and noise.

**Our broad pharmacy network and formulary** ensures equitable access to healthcare. **No messy transition** of care, no stress, just comfort and convenience.

**By remaining with EmpiRx Health, SJVIA can expect a clinical-first approach to improving health outcomes while delivering deep and sustainable savings—and we do it in a way no one else does.**

## Healthcare Done Right for SJVIA

We ensure that SJVIA members receive the **highest quality care in the most cost-effective manner**, maximizing value and preserving your benefit dollars. Over the last four years, we have provided high-touch concierge service with every interaction, lowered your Rx costs, and delivered significant clinical savings, and we have zero intention of stopping the momentum.

**Employers need a truly different solution** in which value is the focus, not volume and rebates—a solution that will guarantee cost savings and trend management, and employers should hold the benefit manager financially accountable for those guarantees with a high degree of transparency. **EmpiRx Health is that solution**—we are the only truly value-based PBM in the market.

**Financial Stability.** We take downside risk to reduce drug spend, with a fully-auditable Clinical Savings Guarantee over three years and a cover-the-difference warranty. Our guarantee mitigates inflation as we optimize drug mix and utilization-waste in the current spend to protect employers from runaway pharmacy trend. EmpiRx Health manages appropriate trend and spend by driving fully auditable clinical savings.

**Tailored, Personalized, Population Health Management.** Our unique model emphasizes value, savings, and accountability—without SJVIA having to choose between care, access, and savings. We understand the need for wellness across your organization and our core model is dedicated to exactly that. We stratify by risk factors, not conditions, and we use the Johns Hopkins ACG system and factors in a combination of Rx claims, medical claims and other data for a distinct employee population. Please refer to Figure 1 for an SJVIA member’s clinical success story.

As indicated by SJVIA’s interest in **weight-management**, EmpiRx Health can specifically tailor our Population Health model around this initiative for your membership. Weight management and the comorbid conditions that accompany a diagnosis of obesity are complex, and not every patient faces the same risks. Simply checking off a box that there is a one-size-fits-all Weight Management Program doesn’t mean success will follow. It fails to consider medication adherence, severity of disease, nor behavioral factors that influence patient outcomes. We understand that no two members are the same and the conversations that we have with their respective providers will not be the same either.

EmpiRx Health deploys **the industry's only population health management program** along with a best-in-class clinical concierge model for patients with complex healthcare needs:

- Our care management playbook tailored to your population, **delivers the right clinical and cost containment solutions for your plan.**
- Pharmacist-Physician engagement and complex care management are how we execute on the playbook.
- Our pharmacists review the clinical and financial risk factors of your population and go deep with physicians on the patients’ whole health—not just their dominant conditions. Pharmacists working directly with physicians as a part of the patient's care team can influence healthier, more cost-effective drug selections for patients.
- Strategies used by our pharmacists deliver a very strong physician engagement **model with 88% in overall engagement and 64% therapeutic switch rate—both industry leading numbers.**
- We continually monitor the member’s treatment for safety and efficacy.
- Members with service or healthcare complexities are handheld by Member Care Advocates to ensure they receive the therapies and services they need.

**At no additional cost, we provide an AlertRx News Flash** that identifies critical findings and provides actionable recommendations that have a direct impact on, and save money for, the plan. It’s provided to SJVIA within 24 to 48 hours of critical activity, such as members being transitioned to medications, cured of conditions, or new drugs entering the market. **The AlertRx News Flash is the first proactive communication of its type in the industry.** Please refer to Figure 2.

## **Member Care Advocacy**

EmpiRx Health is providing our Member Care Advocacy program to SJVIA at **no additional cost**. We have found that 3%-5% of a member population have markedly higher healthcare complexity and need much greater care and attention. Patients with healthcare complexity have a disproportionate set of healthcare needs and are getting lost in the mix, right when they need care the most.

Our Member Care Advocacy program provides them with a personal care advocate who stays close to their pharmacy needs and coordinates with their doctor's office and pharmacy as needed to ensure they feel taken care of. This program **eases any escalated traffic away from your HR and benefits teams**, improves the patient experience and helps reduce gaps in care. EmpiRx Health's Member Care Advocacy model offers complex care management on the scale of the Medicaid/Medicare space, **a one-of-a-kind service not found anywhere else in the commercial PBM market**.

- **We call these patients before they call us.** We identify common member issues and difficulties and proactively reach out to members, physicians, and prescribers to make the prescription process easy. Any service issues identified by our call center or escalated by a client will be assigned to a Member Care Advocate who will handle the case from beginning to end. The Member Care Advocate is a liaison between the member, the prescriber, the pharmacy to ensure that the member gets the therapies and the service they need.
- SJVIA has the option to provide a pre-determined list of members who will be assigned a Member Care Advocate should a need arise.
- A member will have a **24x7 direct line to their Member Care Advocate**.
- Our advocates conduct regular follow up outreach to ensure these members are doing well or if they require any additional support.

Compassionate care is what you should expect from the industry's most clinically advanced PBM—and that is what we deliver. EmpiRx Health puts the care back in healthcare—providing a world-class care management solution for your plan membership. **SJVIA members deserve nothing less.**

Figure 1:



Figure 2:

