

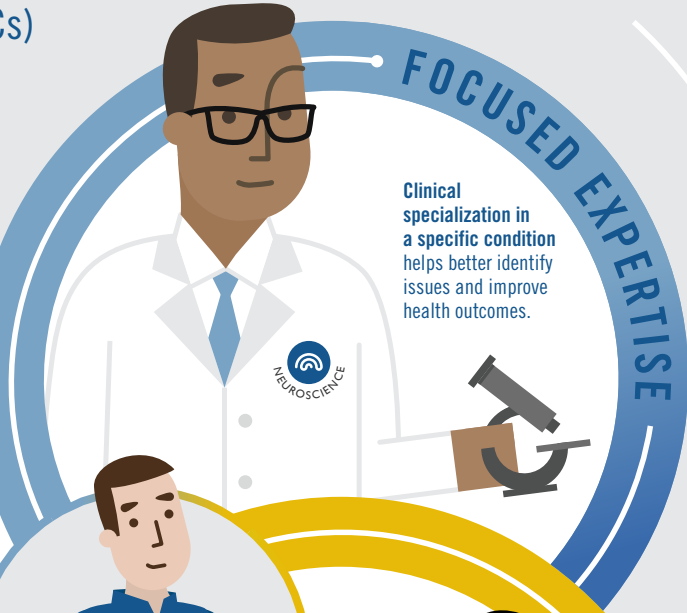
POWERFUL, PATIENT-FOCUSED CARE

Delivered by **specialist pharmacists** through our **Therapeutic Resource Centers® (TRCs)**

ADVANCED KNOWLEDGE



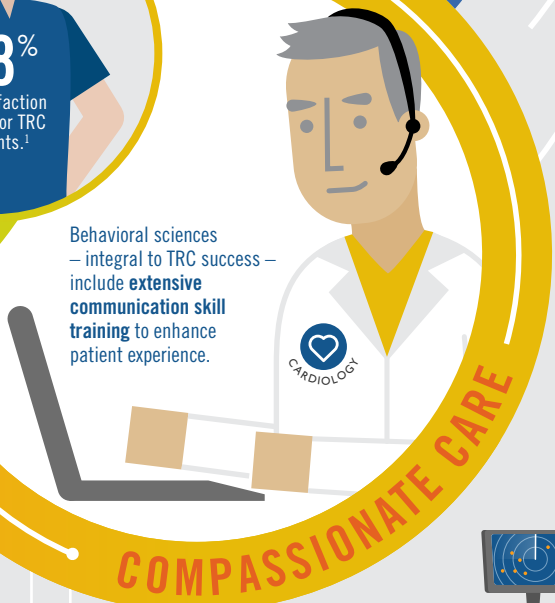
Specialist pharmacists get highly-focused training that broadens expertise and creates a better patient experience.



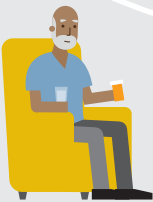
FOCUSED EXPERTISE
Clinical specialization in a specific condition helps better identify issues and improve health outcomes.



98%
Satisfaction rate for TRC patients.¹



COMPASSIONATE CARE
Behavioral sciences – integral to TRC success – include extensive communication skill training to enhance patient experience.



EXPRESS SCRIPTS PHARMACYSM
Drive healthier outcomes for patients with complex and chronic conditions.



TARGETED SOLUTIONS
Proven solutions for adherence, safety and care coordination.



PROACTIVE PARTNERSHIPS
Pharmacists, physicians, case managers and nurses working together to better coordinate care.

ROBUST REPORTING
Data results and insights showing TRC impact on health outcomes and plan savings.



4.8M GAPS CLOSED ANNUALLY²

11-19% GREATER ADHERENCE TRC PATIENTS VS RETAIL USERS³

32M CLINICAL INTERACTIONS ANNUALLY²



¹ Express Scripts survey of 14,500 members, 2012.

² Express Scripts book-of-business home delivery members, July 2013-June 2014.

³ Compared to retail across 3 therapy classes; high blood cholesterol, hypertension and diabetes. The model adjusts for age, gender, 30-day adjusted out-of-pocket costs, days supply differential, healthy adherer bias (prior adherence behavior), disease burden, severity and location. Source: Iyengar RN, Henderson RR, Visaria J, Frazee SG. Dispensing channel and medication adherence: evidence across three therapy classes. Am J Manag Care. 2013; 19(10):798-804.