



# MAKING DIGITAL HEALTH CLICK

AN EVERNORTH DIGITAL HEALTH GUIDE



EXPRESS SCRIPTS®

# This guide was created to help you:



Evaluate if your current benefits strategy aligns with the digital health programs your plan needs today and in the future



Understand the importance of combining digital health solutions with specialized clinical support



Find more information about digital health solutions



Learn ways to ensure your digital health solutions are safe, effective, scalable, and deliver value

## What we hear

**I'm overwhelmed with choices.**

"How do I keep members engaged?"

After I adopt the solution, what expert support is available?

"Does this work?"

"Will my members use this?"

"Will this keep my company and patient data safe and secure?"

It's such an administrative burden and I have limited resources.

How does this work with my current plan?  
Will it address my challenges?

"Is this worth the money?"

"There aren't industry-wide standards and I don't know these suppliers."

## We can help

Although many plans already have digital health solutions in place, the process isn't easy. Now, more than ever, plans are demanding a simpler, more cost-effective way to manage digital health. That includes reducing the administrative toll it takes to evaluate, select, and integrate a solution into a benefit. That's where we come in.

# The digital health landscape

With more than 300,000 digital health products on the market, and hundreds more being added every day, it can be overwhelming for you to evaluate your options and determine which solutions are right for your plan and members.<sup>1</sup> And while the majority of apps and tools are available to everyone, some require a prescription from a physician.

50% 

**of employers** anticipate digital health solutions significantly impacting their members.<sup>2</sup>

17% 

**increase** in the number of patients using remote monitoring devices for the first time in 2020.<sup>3</sup>

**However...**



25%

**of digital health companies** have less than two years' experience.<sup>4</sup>

## How can you know which solutions to trust?

# The Evernorth Digital Health Formulary

**The digital health space** is far too complex for any one plan to effectively tackle on their own. While we've offered digital health solutions for years, we launched the industry's first Digital Health Formulary in 2019 to streamline the process of selecting more affordable, predictable, and simple digital health solutions that are right for your plan and members.



The Evernorth Digital Health Formulary is an industry-changing platform that makes digital health click by ensuring the safety, effectiveness, and value of solutions.

See the current solutions on  
the Digital Health Formulary



**A life-changing solution from Evernorth. Helping to solve the problems others don't, won't, or can't.**



Evernorth: Health services built on the recognition that health makes progress possible.  
We deliver flexible and focused solutions for every business, for every person, for all.

# How we make it click for plan sponsors

Evernorth reviews digital health solutions to ensure they demonstrate clinical effectiveness, stringent security and privacy compliance, value, affordability, and a user-friendly experience.



## Our Review Process

- **You choose** the solutions that address your needs
- **We handle** all administrative processes and setup
- **We identify** members who may benefit from particular solutions
- **Plans pays NOTHING** until a solution is selected and implemented



### Step 1: Clinical research

Pharmacists, physicians, and health-research PhDs evaluate claims, methodology, and clinical effectiveness.



### Step 2: Usability

Member-experience experts test user-friendliness, tracking, and synching with other devices to ensure accessibility and security requirements are met.



### Step 3: Financial value

Because of our size, scale, and unique position in the marketplace, digital health companies want to work with us and provide the best value.

**This isn't just a program.** It's a robust platform that's available to every client at no additional cost.

Learn how it works





# How we make it click for members

- Provide access to digital tools that enable real-time interactions with a specialist clinician at our condition-specific Therapeutic Resource Centers®
- Sync their treatment with a device that provides vital information like blood sugar or blood pressure
- Get alerts, or have alerts sent to caregivers, around potential concerns
- Receive virtual personal coaching from a health or wellness professional
- Connect with virtual support from a coach or specialist



## Making better results click



Hyperglycemic episodes

**decreased 8.7%**  
with remote monitoring in 2019.<sup>4</sup>

Digital pulmonary care led to a

**47% decrease**  
in rescue inhaler use.<sup>5</sup>



[Click here to see our Case Studies](#)



# Why it all clicks

The Digital Health Formulary makes health care more affordable, predictable, and simple by reducing guesswork and improving savings.



Support from our condition-specific  
Therapeutic Resource Centers®



Stringent security  
and privacy compliance



Pharmacy benefit  
coverage integration



End-to-end  
contracting



Clinical outcomes and  
engagement reporting



Ability to choose  
individual solutions



Competitive  
pricing and value

Plan sponsors save an average of  
**\$100K – \$120K**  
due to decreased administrative burden





**If you're seeking a more comprehensive clinical approach to care** that includes many of the digital health solutions we offer, we have you covered too. Health Connect 360<sup>SM</sup> is an industry-first, outcomes-driven model that connects our clinical capabilities and resources to eliminate gaps-in-care. This keeps members healthier and lowers the total cost of care.

Click here to learn more 

# More information

**As you continue to navigate this complex digital health landscape** and face unprecedented health care challenges, we're here to help. Lean on our experts to help you explore the best options for your plan.



Contact your Evernorth account representative



Learn more about the Digital Health Formulary



Learn more about Health Connect 360



Learn more about Evernorth and our suite of revolutionary health solutions



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- Expanding Access to Effective Digital Health Solutions
- Health Care Trend: Digital Health in the World of COVID-19
- Guide: 5 Ways to Shape Your Digital Health Strategy
- Express Scripts Enables Access to SilverCloud Health Digital Program to Help Members Cope with COVID-19 Pandemic

## References

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2. The National Business Group on Health
3. M/A/R/C Research & Cigna Global Market Research and Insights. (2020, May). COVID-19's Impact on Healthcare Attitudes and Practices Wave
4. Livongo internal data, 2019
5. Express Scripts 2019 Data