

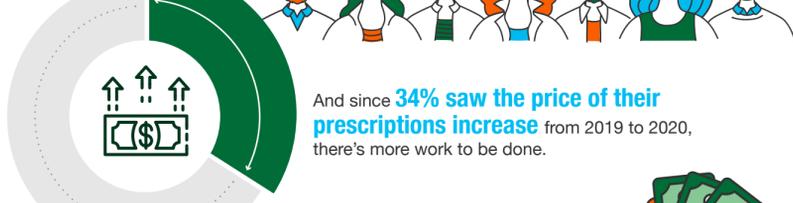
2020 CONSUMER INSIGHTS

Last year was like no other. But amid all the uncertainty, we found an opportunity to engage with consumers around the country and get their insight on some important topics. Rx Savings Solutions asked 700 people—all of whom take prescription drugs—to share their thoughts on a variety of questions and issues, from COVID-19 to drug pricing.

HERE'S WHAT THEY HAD TO SAY.

STILL OUT OF CONTROL

It's not news to us, but a whopping **7 out of 10 survey respondents** don't feel like they have any control over the cost of their prescriptions.



And since **34% saw the price of their prescriptions increase** from 2019 to 2020, there's more work to be done.

DID YOU KNOW?

We can certainly empathize with the confusion and helplessness so many people feel when filling their prescriptions. But the truth is that our solution puts members in the driver's seat when they're shopping for medications.

On average, our members who switch to a lower-cost drug

save \$45 out of pocket, per fill.

COVID'S IMPACT

The pandemic has upended so many aspects of our lives—health, financial, family, you name it. Of all the ways that people are changing their behavior in response to COVID-19, our survey highlighted three key areas:

1 Fulfillment Trends



DID YOU KNOW?

Home delivery allows members to stay adherent with medications, secure sufficient supplies, avoid unnecessary exposure AND save money in the process.

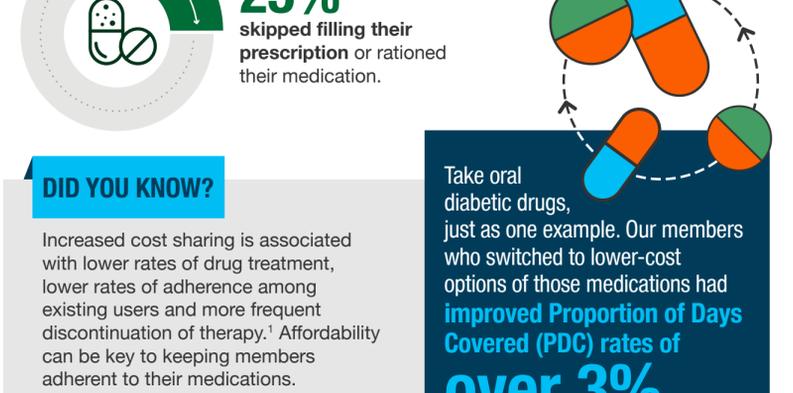
We proactively notify all members with medications that are eligible for mail-order. Plus, our concierge Pharmacy Support team can help in tough situations—like finding clinically-equivalent, on-formulary alternatives when a prescribed medication is out of stock.

In 2020, we helped members save on average

\$90 per year

just by switching to mail-order.

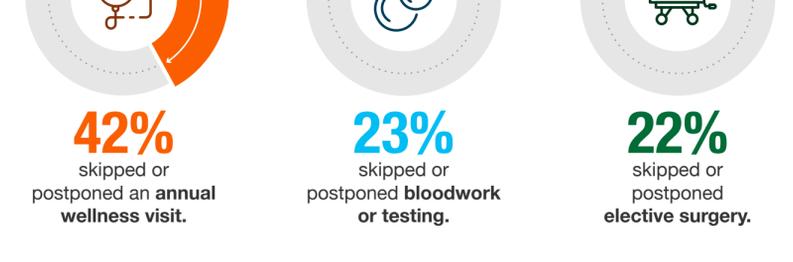
2 Medication Adherence



DID YOU KNOW?

Increased cost sharing is associated with lower rates of drug treatment, lower rates of adherence among existing users and more frequent discontinuation of therapy.¹ Affordability can be key to keeping members adherent to their medications.

3 Delayed Care



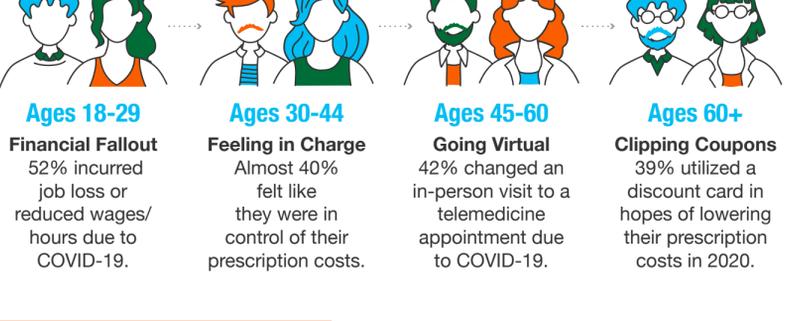
DID YOU KNOW?

The backlog of delayed or postponed healthcare services is causing great uncertainty to health insurers. As the pandemic heightens financial risk for payors, our technology offers an innovative approach to overall plan cost containment.

In 2020, our health plan clients realized 70% of the total prescription savings we uncovered—the other 30% going to the member. Providing a cost-saving tool for their members is clearly advantageous to the plan as well.



DEMOGRAPHIC SNAPSHOT



WHO'S IN CHARGE?

When asked who should be responsible for lowering the cost of prescription drugs, **survey respondents were largely split—41% to 40%—between the government and pharmaceutical companies.** In reality, responsibility lies with multiple parties in a complex system.

