

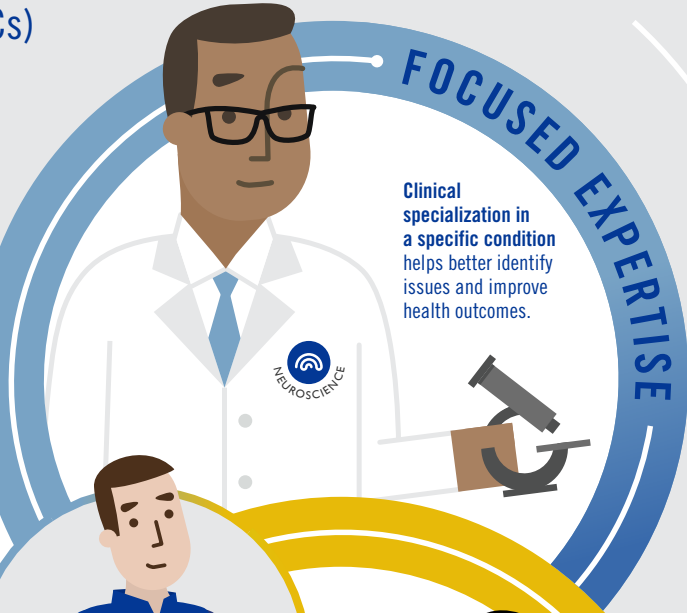
# POWERFUL, PATIENT-FOCUSED CARE

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

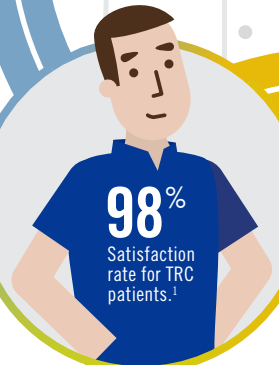
**ADVANCED KNOWLEDGE**



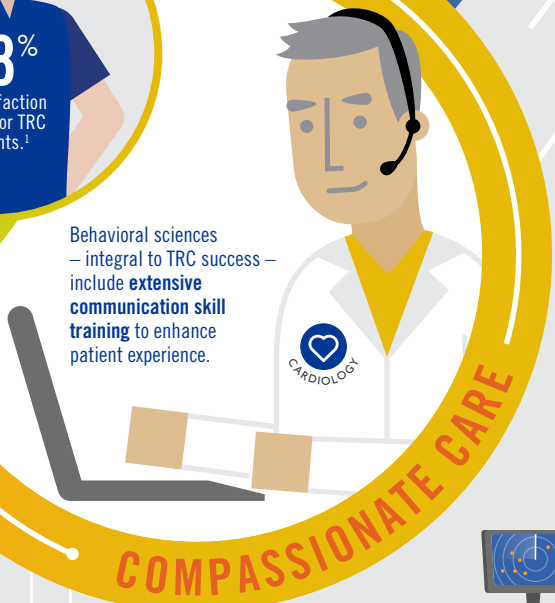
Specialist pharmacists get highly-focused training that broadens expertise and creates a better patient experience.



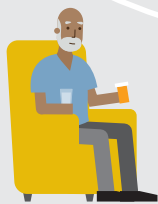
**FOCUSED EXPERTISE**  
Clinical specialization in a specific condition helps better identify issues and improve health outcomes.



**98%**  
Satisfaction rate for TRC patients.<sup>1</sup>



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



**EXPRESS SCRIPTS AND ACCREDO® SPECIALTY PHARMACY**  
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 ANNUALLY<sup>2</sup>

**11-19%** GREATER ADHERENCE TRC PATIENTS VS RETAIL USERS<sup>3</sup>

**30M** CLINICAL INTERACTIONS ANNUALLY<sup>2</sup>



<sup>1</sup> Express Scripts survey of 14,500 members, 2012.

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

<sup>3</sup> 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.