

Pharmacy Benefit Management

Walgreens Health Initiatives,
National Business Coalition on Health's
Endorsed PBM Provider



Tailoring Our PBM Programs to Meet Your Needs

A Message from National Business Coalition on Health

Your membership with National Business Coalition on Health (NBCH) provides many benefits, among which is access to businesses that have a reputation for professional, reliable, high-quality products and services. NBCH's comprehensive analysis and review of pharmacy benefit managers resulted in its endorsement of Walgreens Health Initiatives (WHI). NBCH selected WHI based on the comprehensive basic services, network capabilities, and the ability to customize PBM programs for their clients. With WHI, you can design pharmacy benefits to best fit your organization's needs—at an aggressive price arranged through NBCH.

Walgreens Health Initiatives (WHI) understands your organization's unique needs. Our client-customized pharmacy benefit management programs allow for the flexibility you require—whether your group is large or small, single site or multi-site. With our flexible approach to eligibility management, streamlined implementation process, client-specific reporting, and world-class customer service, we've got you covered.

While WHI's PBM programs can be customized to fit the varied needs of different organizations, you always can count on these key elements:

Claims Processing System

Walgreens Health Initiatives' technologically advanced claims processing system was developed with our clients' needs in mind. We provide a wealth of information that easily adapts to changes in your requirements and the marketplace. Member enrollment and identification, drug interaction and utilization details, billing and payments, and claims adjudication are integrated into one multifunctional application. Our system provides extensive benefit design options, as well as versatility in eligibility management and reporting.

Implementation and Transition

Our proven method ensures a smooth transition to a new pharmacy benefit management program. WHI's custom implementation work plan identifies eligibility requirements and pharmacy network resources, explores benefit design options, determines reporting needs, and establishes a member communications plan. Recognizing that the success of a program rests on your employees' understanding and embracing a new pharmacy benefit, we focus on educating and informing new members. Our thorough attention to detail provides consistent, service-oriented results.

In addition, WHI has the ability to work with your current mail provider to transfer any open or active prescriptions.



Formulary Management

WHI works to help you achieve your healthcare cost-containment goals on several levels, including effective formulary management. You may select from open, tiered, or closed formulary alternatives. Our programs promote the use of cost-effective medications, maximize generic efficiency, and encourage appropriate utilization. Formulary decisions are based upon what is best for you and your employees.

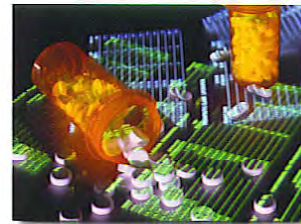
Online Technology

WHI's Windows™-based system offers uncomplicated navigation for online access to our claims processing system. You'll be able to monitor utilization, obtain management reports, input prior authorizations, view benefit claims, and update member eligibility—whenever you have the need. Our service team is available to train you in using this valuable tool, which makes your prescription benefit program that much easier to administer. In addition, convenient member-friendly Internet-based tools are available, including a network locator and online mail service refills.

Client Reporting Packages

Our comprehensive standard report package contains financial and management reports that summarize plan performance by key economic and utilization indicators, offer quarterly results that help identify potential trends and demonstrate savings, identify utilization by therapeutic class, and illustrate generic efficiency. Depending on your particular needs, we also can provide ad hoc reporting for more complex, client-specific analysis. Your service team is available to answer any questions relating to quarterly reports.

**National Business Coalition on Health
and Walgreens Health Initiatives are
working together for your benefit. For more
information, please call 1.877.775.6224.**



WHI's Advantages at a Glance

- Responsive account management
- Smooth implementation
- Timely production of ID cards
- Comprehensive reporting capabilities
- Convenient online tools
- Around-the-clock, superior member service

Integrated Healthcare Services

Selecting Walgreens Health Initiatives as your PBM brings a range of integrated healthcare services designed to promote improved patient outcomes, provide superior access to medications, and contain healthcare costs.

- **Retail Pharmacy Network:** Our pharmacy network includes more than 51,000 pharmacies from both well-known regional and national drugstore chains and local independents.
- **Mail Service Program:** We are one of the leading mail service pharmacy providers in the country, with facilities in Arizona, Florida, and Oregon that fill more than 7 million prescriptions each year.
- **Health Management:** Our clinical pharmacists consult with you and proactively look for ways to control utilization and costs, while improving patient care.
- **Specialty Pharmacy:** Walgreens Specialty Pharmacy program can help reduce the biotech revolution's considerable impact on healthcare costs, while working to improve your employees' quality of life.
- **Home Care:** In select markets, we offer comprehensive home care services, including infusion and respiratory therapies, plus home medical equipment and supplies.
- **Internet Access:** WHI's user-friendly web site offers refill services, our network locator, an online Walgreen store, drug information, a health library featuring Mayo Clinic Health Information, and much more. Members also can access their plan's formulary information.



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