

# Reimagining the Health Care Experience Executive Brief



## Reimagining the health care experience

As a leading health solutions company, we are committed to helping tackle some of the country's most pressing public health challenges. From COVID-19 testing and vaccine distribution to improving health equity and reducing tobacco use, we have always leveraged our size and scale and our expertise behind sound policies to help make people's lives better.

We're proud of the steps we took in 2021 to reimagine the health care experience. Through our size and scale, CVS Health® has an unmatched ability to reach people to help provide them with the care and services they need to lead healthier lives.

### CVS® HealthHUB®

HealthHUB locations combine all the advantages of CVS Pharmacy® and MinuteClinic® with an even broader range of wellness and medical products along with a suite of accessible, low-cost health services delivered by trusted experts.

**80**

total markets including  
26 new in 2021

**960+**

total locations including  
300+ new in 2021

**35**

total states including  
4 new in 2021



Expanded range of offerings to include chronic care management and behavioral health services.

## Clinical trials

Clinical trials are critical in evaluating the safety and effectiveness of emerging drugs and devices and making them available to those who need them. Despite their importance, less than four percent of the U.S. population participates in clinical studies, hindering the pace of research, limiting the diversity of trial participants, and slowing the availability of important new drugs and devices. In addition, 80 percent of studies don't meet participant enrollment deadlines, and an average of 30 percent of participants drop out before a study is complete.

In May 2021, CVS Health announced our new Clinical Trial Services business to apply our unique capabilities and experience to solve these challenges. This endeavor is helping to increase access to clinical trials across the communities we serve, boost diverse participant recruitment and retention, and support the timely evaluation and authorization or approval of promising new drugs and devices.



**13K+**  
patients have enrolled in  
27 distinct studies



### Rounding Up to Make Real Change

Throughout the year, customers at CVS Pharmacy have the option of rounding up their purchase to the nearest dollar or donating \$1 or \$3 at the register to support partner organizations addressing key public health challenges.

**\$41M+**

raised in 2021

## Bringing primary care closer to home

CVS Health announced in November 2021 that we plan to create a new store format dedicated to offering primary care services. These neighborhood clinics will be the home of physician-led care teams, including nurse practitioners, social workers, pharmacists and others — many of whom are already under our roof. Our coordinated care model will bring our holistic, consumer-centric care approach to life — looking at preventive, acute and chronic care through one lens and serving mental health needs alongside the physical.



## Virtual Care

Our virtual care offerings provide convenient and low-cost care, seamlessly integrating into individuals' health journey with simple scheduling, easy filling of prescriptions and directing consumers to in-person visits when appropriate.

In 2021, Aetna® launched Virtual Primary Care which is a first-of-its kind health care solution that provides simple, affordable and convenient access to care for members from a team of providers that knows them and is accessible from just about anywhere.

MinuteClinic expanded Video Visit service to patients in Montana, Alaska and Nevada, bringing the offering to 49 states and the District of Columbia.

**157K**

MinuteClinic Virtual Care visits

**19M**

virtual care visits across CVS and Aetna, including

**10M**

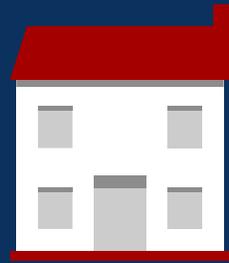
behavioral health sessions

## Investing in affordable housing

When someone doesn't have safe, stable shelter that fits within their budget, it puts them in a worse position to take care of their health and manage chronic disease.

# \$185M

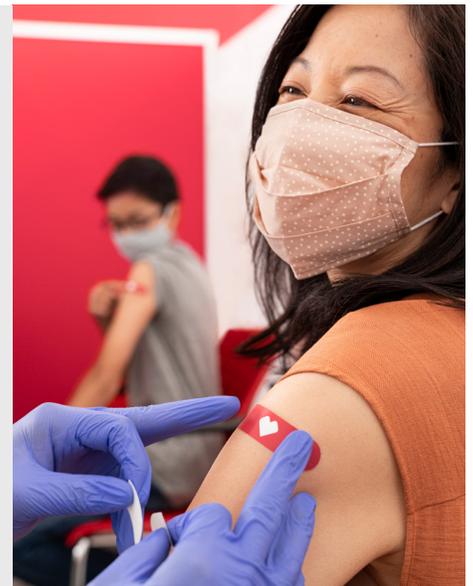
invested in affordable housing projects in 2021 in Arizona, California, Louisiana, Florida, Texas and Washington, D.C.



## Making health care more affordable

CVS Health is creating tools, services, and support that are cost-effective and flexible, helping members, patients and customers unlock savings and take greater control of their health care.

- **The Aetna Connected Plan** combines CVS Health services with a carefully selected Aetna network of doctors, hospitals and urgent care centers to help members access care when and where they need it — often at a more affordable price than a traditional plan. In addition to lower premiums (up to 20% below comparable preferred provider organization (PPO) products in the market) the plan offers members other savings
- Aetna CVS Health individual and family plans — combining the health coverage of Aetna with local care at CVS Pharmacy, MinuteClinic, and HealthHUB locations — became available in eight states during the ACA Open Enrollment period



## Drug savings for PBM members:

# \$9.71

average member out-of-pocket savings per 30-days' supply

# 72%

of members spent less than \$100 out of pocket on prescription medications

# \$600M

in specialty drug savings through generics