



2007 Satisfaction Surveys

Client and Member Results



The results are in. Once again, our clients and members have given us very high satisfaction ratings. They know they can count on Walgreens Health Initiatives to deliver clinically based solutions that help save pharmacy benefit dollars, while providing high-quality patient care.

Walgreens Health Initiatives Achieves a 93 Percent Overall Client Satisfaction Rating

"We are very pleased with Walgreens Health Initiatives as a PBM vendor. Service is great, reporting thorough, and savings substantial."

—Director, Global Compensation and Benefits, Manufacturing Company

As Walgreens Health Initiatives delivers innovative, fully integrated solutions that support more than 9 million lives, our highest priority is to *always* exceed our clients' and members' expectations. Find out more inside about how our solutions and services deliver the results that earn us high ratings—year after year.



Client Survey Results—Overall Ratings

Service and performance of Walgreens Health Initiatives	93%
Web site	93%
Reporting	89%
Account management	89%
Customer Care Center	85%

Our most recent ratings confirm that in every way, every day, Walgreens Health Initiatives strives to provide the very best client service.

Account Management

Walgreens Health Initiatives account management teams work closely with our clients to assist them in managing their pharmacy benefit. Each team (made up of an account executive, account manager, clinical pharmacist, and support staff) provides client-specific support to implement programs and services that help control pharmacy benefit costs, while helping to ensure that members have access to needed medications.

Our technologically advanced claims-processing system offers Walgreens Health Initiatives clients easy online access for managing their pharmacy benefit. Clients can conveniently monitor eligibility, review plan performance, and view reports and summaries, etc.

“We are pleased with Walgreens Health Initiatives services, and especially enjoy working with our representative. She is attentive, knowledgeable, and enjoyable to work with.”

—Vice President, Benefits and Payroll, Banking Institution

Client Survey Results—Program Ratings

The chart below shows the percentage of respondents who, in 2007, rated Walgreens Health Initiatives as “good” to “excellent” on key products and services.

Client Satisfaction Survey—Program Ratings	
Health risk assessment	100%
Advantage90®	97%
MedMonitor® (complete medication utilization evaluation)	97%
Step care therapy	94%
Formulary management	93%
Specialty pharmacy	93%
Mail service pharmacy	92%
Clinical prior authorization	90%

Walgreens Health Initiatives’ programs and services are designed to help keep plan costs down, while making patient care a priority. We offer a variety of program and service options, available individually or in any combination to fit into any benefit design.

“Walgreens Health Initiatives has been a great partner in helping us implement our new diabetes management program. They have given us some new ideas to consider that make this new program a bigger success than it could be with our limited resources.”

—Manager, Employee Health Initiatives, County Government

Healthful Living™ Programs

Members living with chronic illness tend to incur high healthcare costs. In fact, productivity losses associated with chronic illness may exceed the costs of direct medical care and absenteeism combined.¹ By implementing initiatives such as health risk assessments, care management, and wellness programs, plan sponsors can save as much as 7 percent in healthcare expenses, according to a recent study.²

Walgreens Health Initiatives recently introduced programs and services to help members with high-cost, chronic illnesses better manage their condition.

Through our Healthful Living™ Blueprint for Wellness™ Program, provided in collaboration with Quest Diagnostics®, members may receive a comprehensive health risk assessment, venous blood draw with more than 30 laboratory-based diagnostic tests, and biometric measurements to evaluate modifiable health risks with the greatest impact on health and healthcare costs.

Our Healthful Living Care Management Programs target health conditions, including respiratory, diabetes, and back pain, to help members prevent or improve self-management of costly and prevalent chronic health conditions. Wellness-focused programs include tobacco cessation and weight management. Healthful Living Comprehensive Care Management Programs are offered in collaboration with Matria® Healthcare, a leader in disease management programs with more than two decades of experience in telephonic chronic care management.

90-Day Options

By offering members the option of obtaining a 90-day supply of their maintenance medication through our Advantage90® retail network, in addition to Walgreens Mail Service, plan sponsors will realize savings not only from typically more attractive 90-day retail rates, but also from a reduction in the number of dispensing and administrative fees. Since members can choose the option that they find most convenient, they tend to be very satisfied.

Advantage 90

This option allows members to get their prescriptions for a 90-day supply of maintenance medication filled through more than 39,000 participating retail pharmacies across the country. In addition to deeper discounts and fewer fees, clients generally realize savings due to higher generic utilization resulting from face-to-face pharmacist-patient consultation at the time of dispensing.

Walgreens Mail Service

Our mail service pharmacies offer members an easy way to get their maintenance medications delivered right to their door. Ordering is simple, and can be done by mail, by phone (toll free, 24 hours a day), or online. Through



our user-friendly web site, MyWHI.com, members can check their account balance, order status, and make payments. If the member requests it, an email notification can be issued informing the member when their order was received and shipped, and what delivery service was used. Pharmacist consultations are also available by phone.

Expanded Specialty Pharmacy Offerings

Walgreens recent strategic acquisitions in the specialty pharmacy and infusion arena have made it possible for us to offer our clients and their members easier access to support and services. Unlike other specialty pharmacies with only mail-service capabilities, Walgreens Specialty Pharmacy offers an integrated distribution model with multiple sites of personalized care.

Exceeding Your Expectations

Thank you for providing us with your valuable feedback. We are always working to exceed your expectations. Walgreens Health Initiatives is well positioned to offer you high-quality, clinically-based products and services that help keep plan costs low and member satisfaction high.

Member Accolades

Member satisfaction is very important to us—and it shows. We are pleased to share with you the results of two recent independent member surveys.

In the 2007 WilsonRx® PBM Member Satisfaction Survey, Walgreens Health Initiatives was rated No. 1 in member satisfaction. In this survey, 18 major pharmacy benefit managers were evaluated on a number of key service categories, including:

- Coordination of care between PBM, health plan, pharmacy, and physician
- Easy-to-understand benefit and coverage information
- Low out-of-pocket costs for prescription medications
- PBM representatives' ability to answer questions, solve problems, and understand health conditions
- Likelihood of recommending the current pharmacy benefit plan to a friend or relative

The survey is the largest of its kind and represents the opinions of millions of pharmacy customers.



¹ Collins JJ, Baase CM, Sharda CE et al. The assessment of chronic health conditions on work performance, absence, and total economic impact for employers. *Journal of Occupational and Environmental Medicine*. June 2005; vol 47: pp 547-557.

² Glabman M. 12 DM trends you should know about. *Managed Care*. August 2005. www.managedcaremag.com/archives/0508/0508.twelvedmtrends.html. Accessed March 2007.

*Source: 2007 WilsonRx® Pharmacy Survey, ©2007 Wilson Health Information, LLC – New Hope, Pa. For information, visit www.wilsonrx.com or email info@wilsonrx.com.

**Survey conducted in fall 2007 by Questar, an independent market research company. All member quotations are printed as submitted and cannot be attributed to an individual in accordance with privacy regulations.

Brand names are the property of their respective owners.

In another recent survey conducted by an independent third-party, Questar**, our members wrote comments such as:

"Walgreen's customer service, from the local pharmacy to the call center, has been outstanding. I am not that good with the computer, so they explain and clarify any questions I have. We are very happy with Walgreens Health Initiatives and often tell relatives and friends about the ease and convenience. Thank you for not only saving me money—but also making it easy!"

"I am very satisfied with Walgreens Health Initiatives."

"Excellent mail order service."

"Thank you for super great service."

"My husband's continuous prescription orders are filled via low-cost mail—wonderful. Thanks!"



For more information, call 800-926-6779, email WHI@walgreens.com, or visit us at WalgreensHealth.com/pbm