

Envision Leads Customer Satisfaction Rating Again!

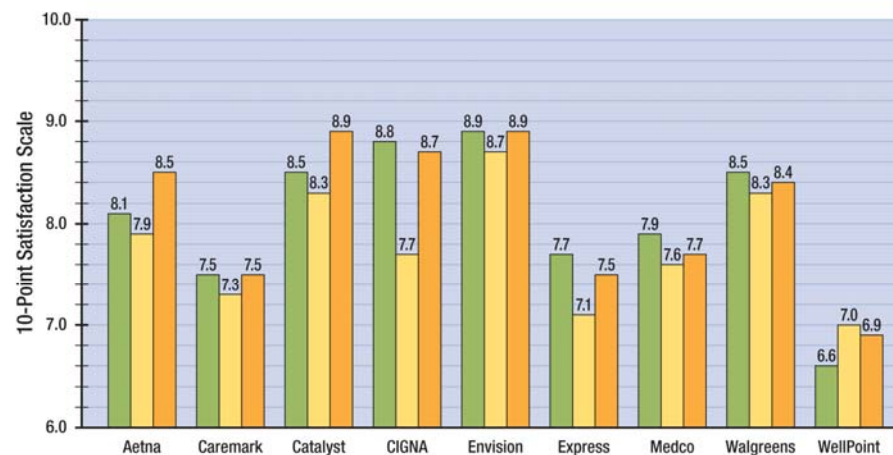


The 2009 report profiles nine PBMs in detail including: Aetna Pharmacy Management (Aetna), CVS Caremark (Caremark), Catalyst Rx (Catalyst), CIGNA Pharmacy Management (CIGNA), Envision Pharmaceutical Services (Envision), Express Scripts, Inc. (Express), Medco Health Solutions (Medco), Walgreens Health Initiatives (Walgreens), WellPoint NextRx (WellPoint).

Figure 2 shows how each PBM is rated by its own customers on Overall Service & Performance, Delivering Promised Savings, and Delivering Promised Services. Arithmetic means and correlation coefficients for service functions are reported in the PBM Profiles section to report employer ratings for each specific PBM. Respondents do not compare or contrast multiple PBMs in this study.

**Figure 2:
Summary of PBM
Overall Ratings**

- Overall Service & Performance ■
- Delivering Promised Savings ■
- Delivering Promised Services ■



Implications of Findings

While employers are highly satisfied with their PBMs, the paramount importance of transparency remains evident. Goal alignment and increased degrees of perceived financial transparency in the employer-PBM relationship engender high ratings on Overall Service & Performance, Delivering Promised Savings, and Delivering Promised Services as well as on service functions.

2009 Pharmacy
Benefit Manager
Customer
Satisfaction Report

**8.9 Rating
Overall Service &
Performance**