

Get ready for a member experience evolution.



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Transforming how members engage with their pharmacy benefits

In early 2025, we committed to enhance the pharmacy benefits experience for members and plan sponsors. Our goal is to change how benefits are delivered by providing easier access to care, better support and greater transparency.

Express Scripts® Pharmacy Benefit Services will deliver on our commitments with a more intuitive, fully connected experience. One that puts knowledge and control in members' hands, simplifies how they manage prescriptions, and helps them understand their costs. Because at the heart of it all, members need an advocate to make their health care journey easier.

The future of the pharmacy benefit experience for members

We've evolved the entire journey to better support members—starting with improved pre-benefit education, streamlined onboarding, timely recommendations and ongoing enhancements focused on ease of use.

When a medication is prescribed, members can quickly compare prices and their pharmacy options in alignment with their benefit design. With more information and choices than ever before, the experience is easier and more transparent from start to finish.

Our commitments:

- + **Greater price transparency and choice** so members decide where and how they get their medications.
- + **A timely benefit education experience** that's faster and more comprehensive.
- + **A connected health care experience** for members.
- + **A personalized, guided member experience** and so much more.

This new standard member experience is included at **no extra cost to members or plan sponsors.**

To learn more about the evolution of our member experience, visit our [website](#).



Introducing our virtual recommendation guide

The virtual recommendation guide supports members through the entire benefit journey, delivering the right data at the right time to provide personalized tips and strategies for a **smooth, seamless experience.**

Proactive, real-time suggestions are delivered across key touchpoints, tailored to each member's communication preferences:

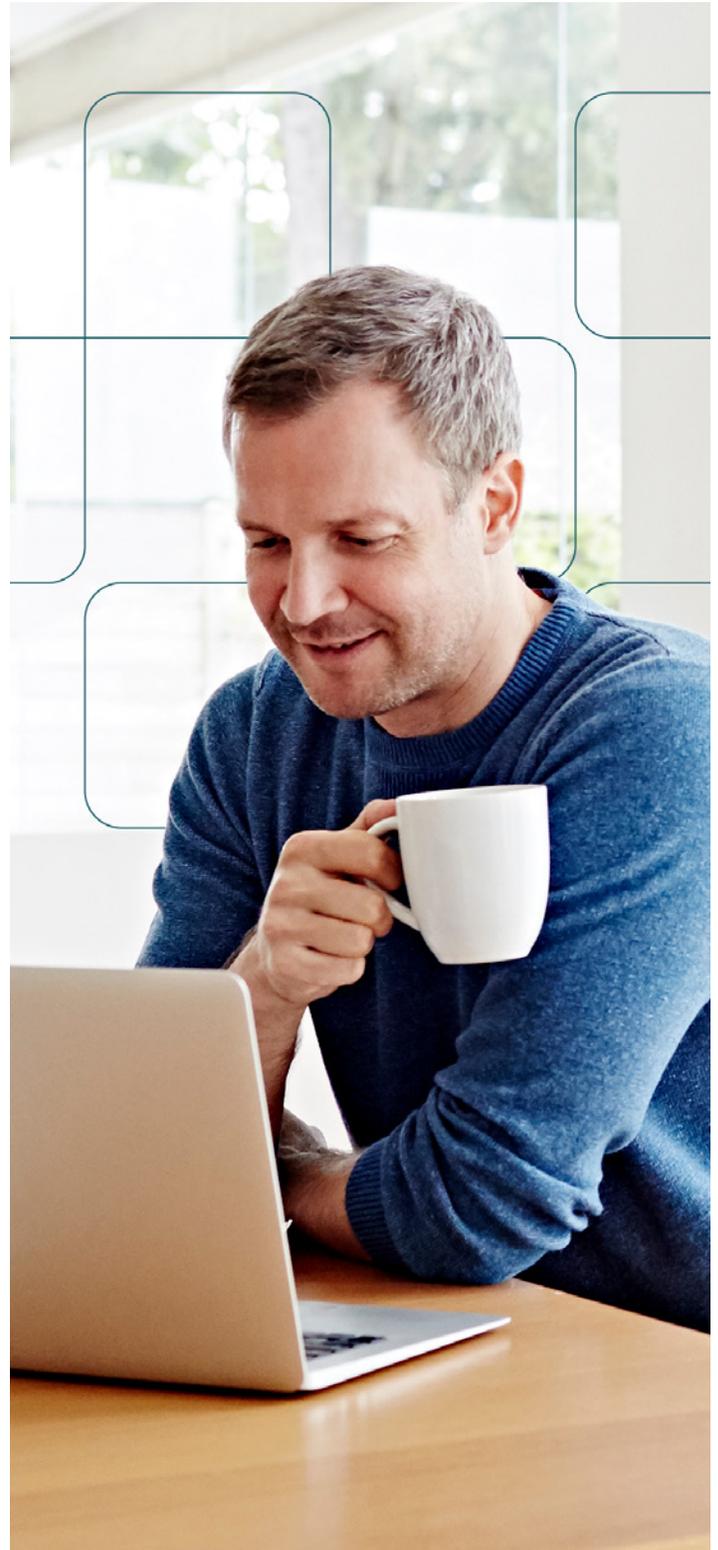
- + **Letters**
- + **Website**
- + **Emails**
- + **Mobile app**

Member experience evolution options

Click  for details.

Explore all the standard enhancements we're delivering to improve the member experience. It all starts in 2026, with more features launching throughout the year and beyond.

STANDARD ENHANCEMENTS



For a complete look at the sample visuals—including co-branding, customization options and implementation details—check out the [full specifications here](#).

Specifics and images are representative of enhancements planned starting in 2026 but are subject to change up until launch.

Advocating for better health. Creating impactful experiences.

Because many of these enhancements are delivered through a member's email, digital registration is essential. Without it, prior authorization updates and other digital communication alerts may not reach members effectively. That's why we need your help to promote online account registration and logins—and we have the tools to assist and support you. By increasing digital engagement, you and your members will see greater value, stronger results and better health outcomes.

When the pharmacy benefit works best, it fades into the background. We fill your prescriptions. We provide your care. We create value for you. When we deliver on our commitments, plan sponsors can focus on their people. That's why we're working every day for you to make the pharmacy benefit smarter, faster and easier.



Contact your account representative if you have any questions or would like to explore co-branding certain member experiences.



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