

SUMMARY FOR CONSULTANTS

A member experience evolution

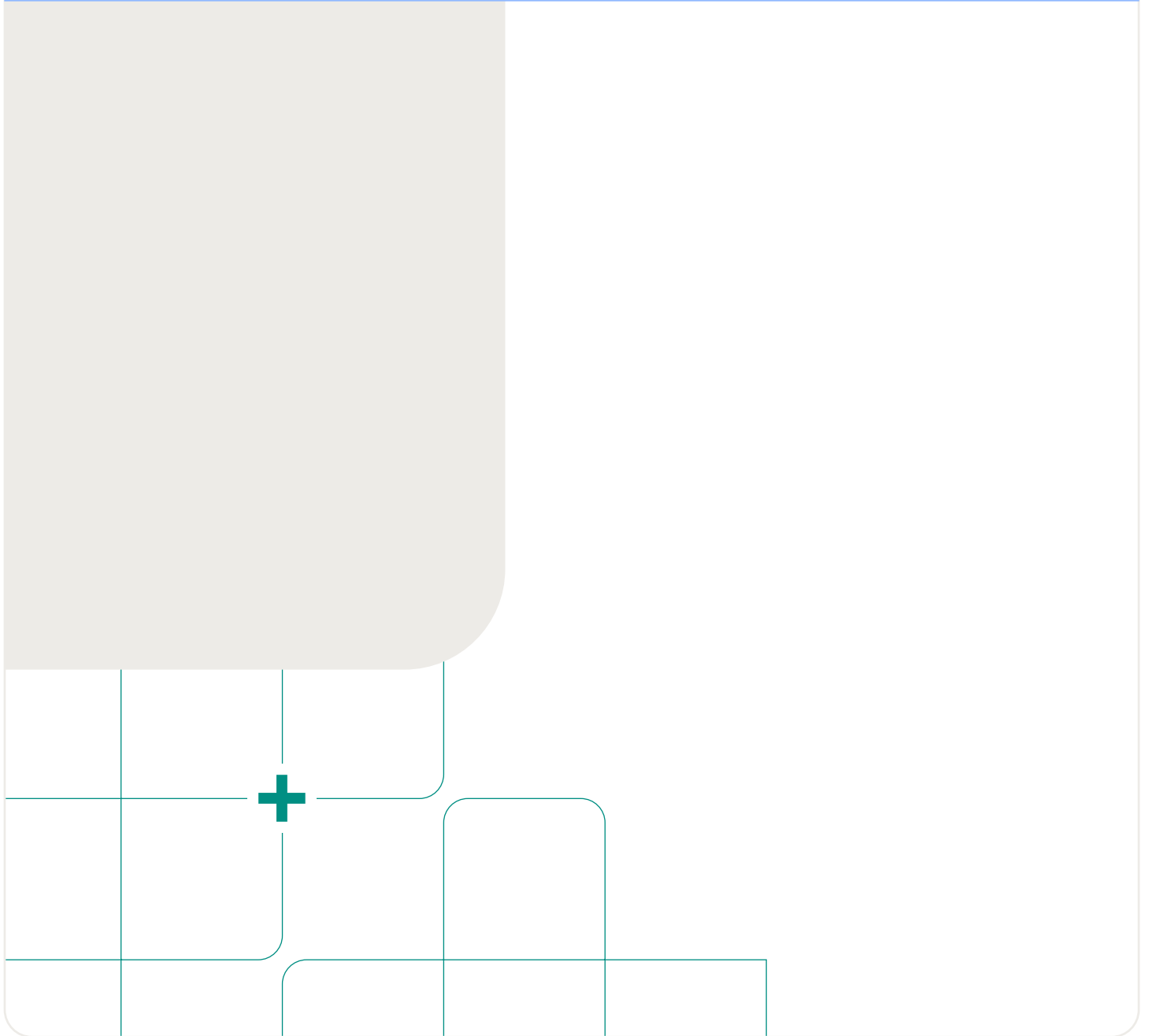


Transforming how members engage with their pharmacy benefits

In 2025, Evernorth committed to enhancing the pharmacy benefits experience for members and plan sponsors to change how benefits are delivered. And now we're on a mission to deliver on those commitments by ensuring every part of the member journey is easy to navigate.

Our commitment to an improved member experience:

Click + for more details



3 things to know about the member experience improvements



The new standard experience is included at no extra cost to members or plan sponsors.

CONSULTANT ACTION

Confirm with your client that they are aware of the standard digital services and understand the role digital registrations play in improving member health outcomes.



Clients play a role in getting members registered so their **employees can take full advantage** of these timely and digital communications.

CONSULTANT ACTION

Share the digital resources and encourage clients to promote increasing account registrations.



New and enhanced experiences include helpful resources like a virtual recommendation guide, a plan sponsor annual report and a personalized savings recommendation.

CONSULTANT ACTION

Clients should contact their account representative for enrollment information.

Use this brief to understand Evernorth's overall approach to updating and key actions you and your client can take to improve their members' experiences.

For supplemental member experiences resources, use:

- + [The Consultant member experience slide library](#)
- + [Member experience specification sheet](#)
- + [Member experience on evernorth.com](#)
- + [The Consultant Hub](#)
- + [Digital Adoption Toolkit](#)



All Evernorth Health Services products and services are provided exclusively by or through affiliates of the Evernorth companies, including Evernorth Care Solutions, Inc., Evernorth Behavioral Health, Inc., Evernorth Behavioral Health of Texas, Inc. and Evernorth Behavioral Health of California, Inc.

02/26 © 2026 Evernorth Health Services. All rights reserved. Some content provided under license. All pictures are used for illustrative purposes only.

EVERNORTH
HEALTH SERVICES