

Rancho Santiago Community College District

September | 2023



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Joining you today



Andrew Conroy
Vice-President,
Business Development,
Aetna Pharmacy Management



Jeffrey Friedli
Account Director



Kyle McDonald
Vice-President/
Chief Growth Officer



Susan Vogt
Sales Vice-President

Making it personal for Rancho Santiago Community College District

We're sharply focused on the questions that matter to you and your employees

Rancho Santiago Community College District

Will your benefits show value and help create a positive employee experience?

Can you provide ongoing savings opportunities?

Do you offer strategic account stewardship?

Rancho Santiago Community College District employees

Can I keep my doctors and will you guide me to affordable care options?

Will I have access to 24/7 support?

Can I still get my medications?

Dedicated expertise brings tailored programs to meet the needs of your clients

Public and Labor Segment

1,300

Aetna employees dedicated to Public Sector and Labor¹

16K+

CVS Health employees represented by labor unions²

3.7M+

Aetna Public Sector and Labor members³

1M+

K-12 members⁴

Our Focus

A commitment to **colleges and universities** with internship programs for healthcare and business students and scholarship funding with diversity support

Offering a holistic approach to healthcare with **A+ for Schools** to our more than 1M K-12 members

Team with labor unions understanding their needs are different, JCA solution with next level service and support

Serving our **Cities and Counties**

Strategic innovative partners and integrated vendor solutions make it easy

At the **forefront of health equity** identifying the cause of unequal health outcomes



Aetna Back and Joint Care with **Hinge Health**

Aetna Second Opinion powered by **2nd MD**

Aetna enhanced Maternity with family-building support by **Maven**



Remove barriers



Improve health



Minimize costs



Human-centered health experience

We deliver in ways others simply can't.

Offering a seamless, easy-to-access health experience for every member, on every journey, extending beyond the clinic, hospital and pharmacy.

UNRIVALED
ACCESS

CONNECTED
DATA

PERSONALIZED
ENGAGEMENT

HEALTH
EQUITY

HOLISTIC
SUPPORT

Unrivaled access to quality, convenient and affordable care

From our seamless national network options to our CVS Health® locations



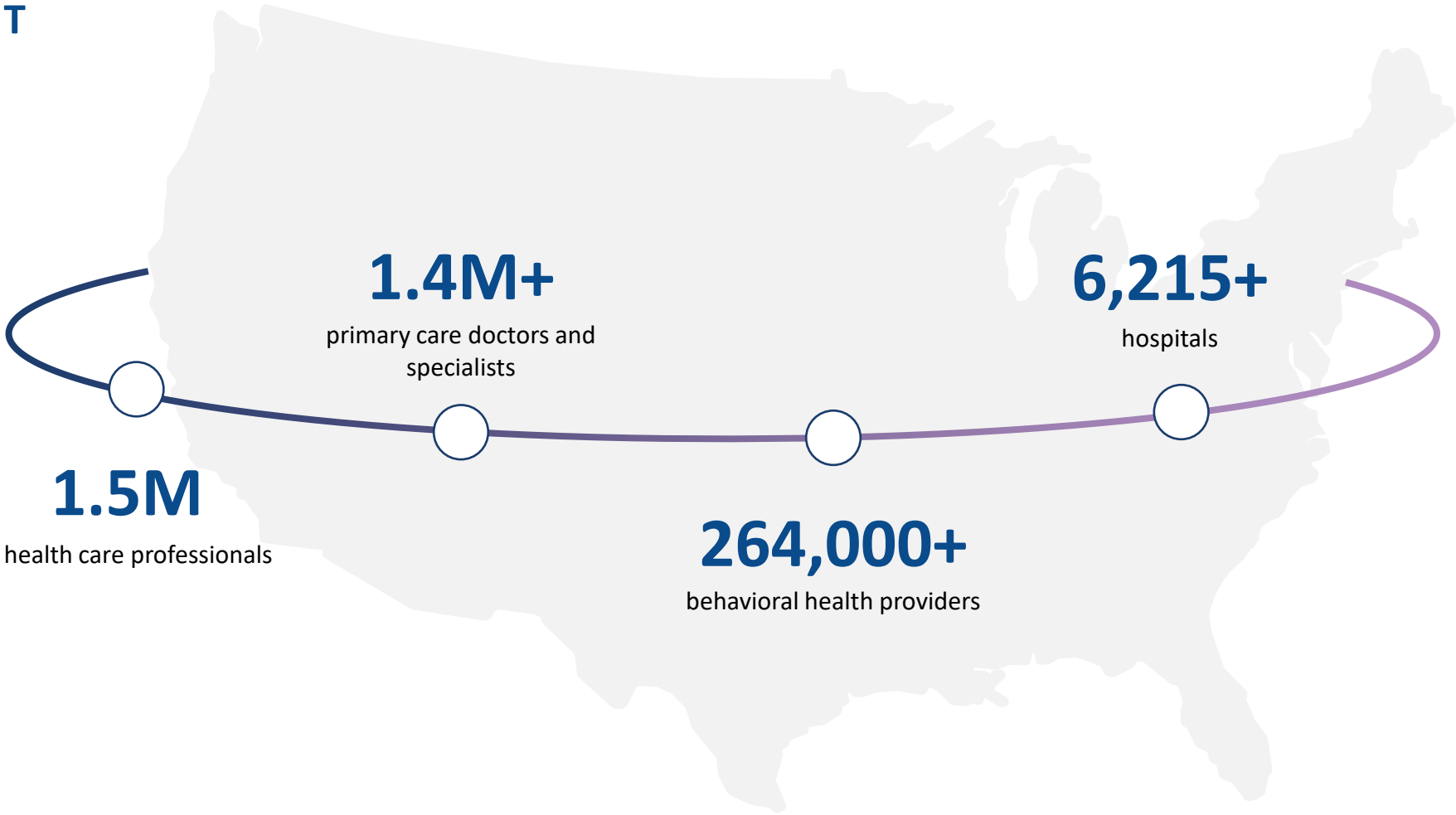
- Broad networks**
Medical
Dental
- Pharmacy**
Retail, mail order, specialty and home infusion
- Mental well-being**
- Vision**
Retail and online

- Virtual**
Telehealth (primary care and specialty care via telehealth, behavioral health) and digital
- Near home**
MinuteClinic® benefit*
CVS® HealthHUB™ locations
- High performance**
Hospital and specialist designation
Centers of excellence (COEs)
- Value-based contracting (VBC) models**
Accountable care organizations
Joint Venture partnerships

*Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefit documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventive MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states and on indemnity plans.

Our national network offers choice and flexibility

COAST-TO-COAST SUPPORT:¹



¹ Executive Level Provider Counts (ELPC) report for broad network PPO. Aetna internal data, accessed September 30, 2021.

Managed Choice POS (Open Access) Plans (OAMC for short)



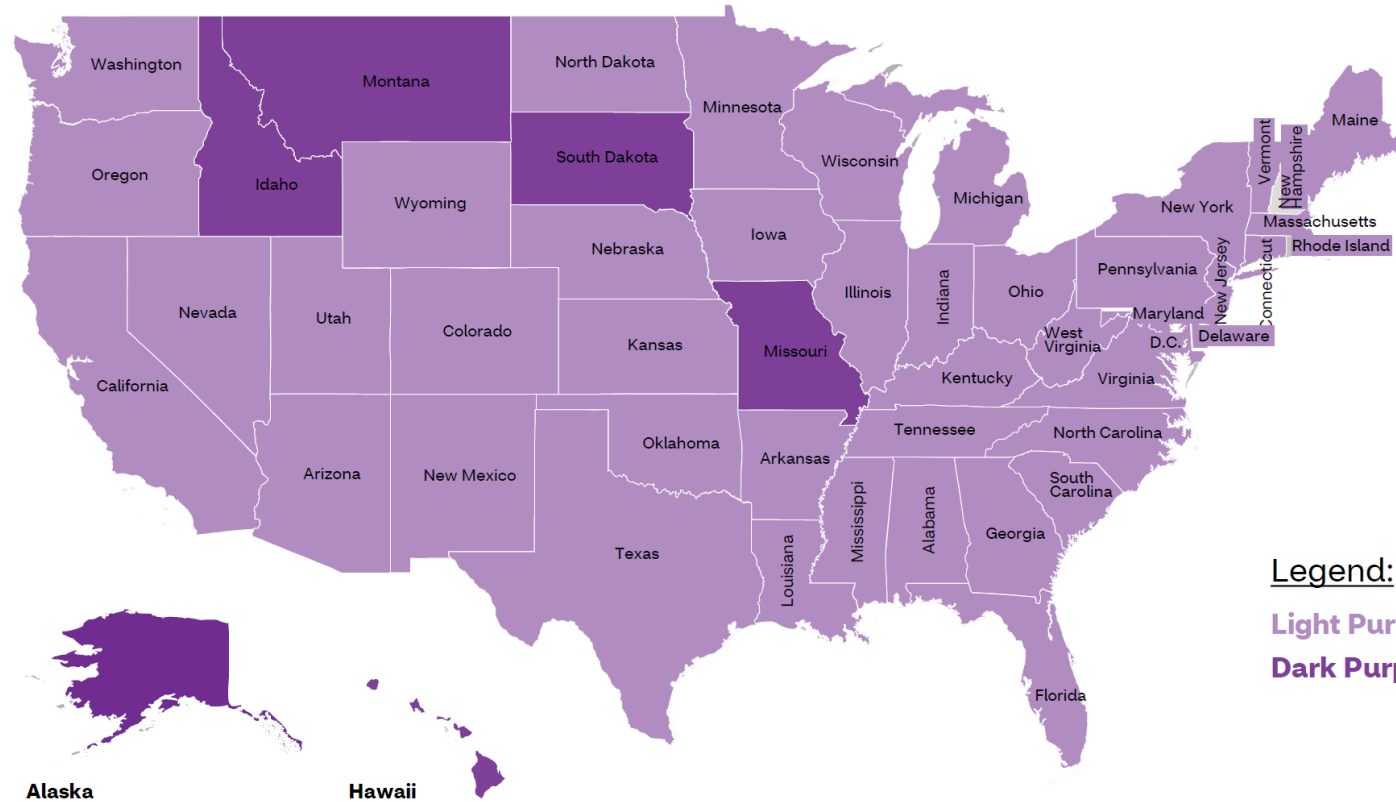
PPO Plan
In-network and
Out-of-network care



No PCP required



No Referrals



Legend:

Light Purple = OAMC

Dark Purple = OC PPO

Aetna HMO Plan (available in 33 states - see map below)



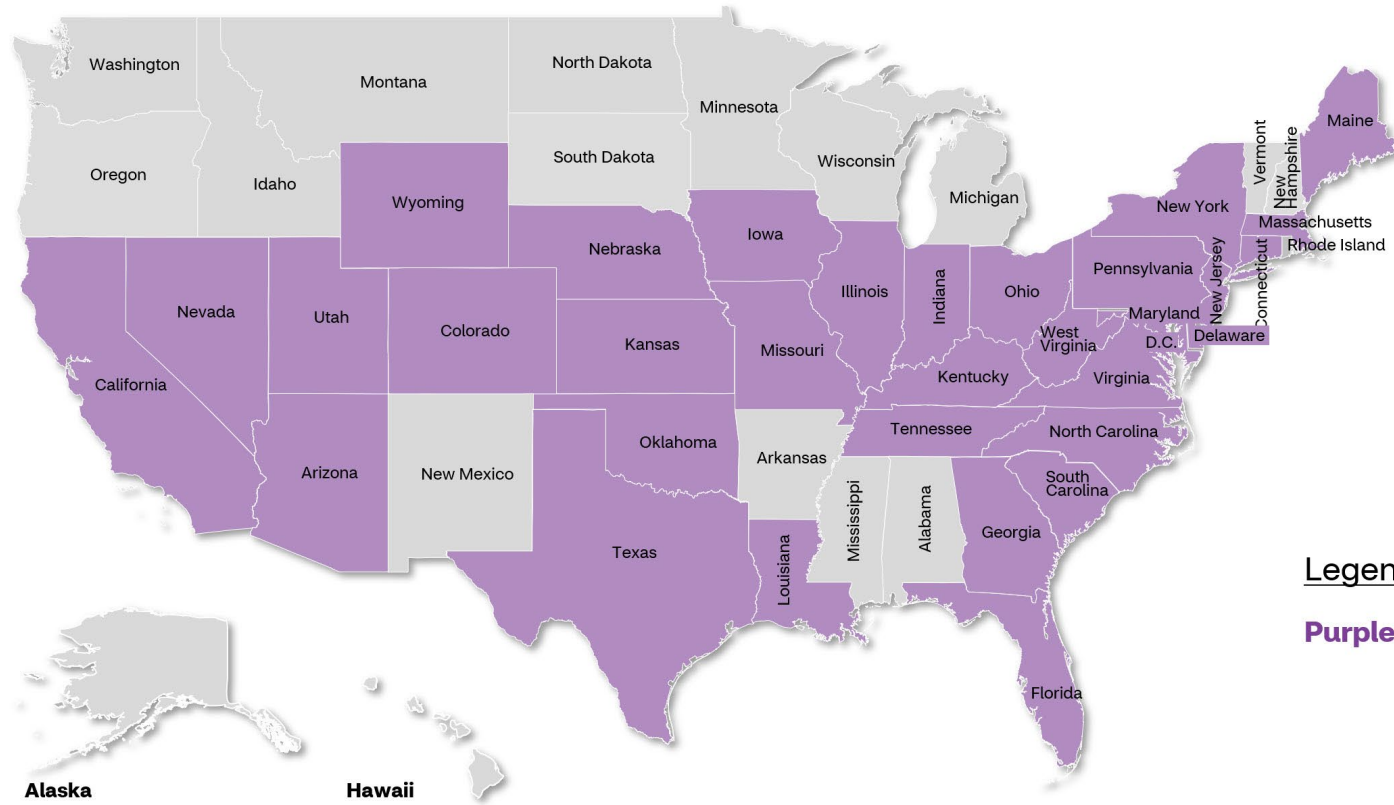
HMO Plan
In-network care only



PCP required



Referrals



Legend:

Purple = HMO State

One evolutionary platform for better care

CVS Health Virtual Primary Care™



PRIMARY CARE



MENTAL HEALTH



ON-DEMAND CARE

-
- Accessible care, when and where people need it, including mental health
 - Member-chosen, doctor-led care team
 - Seamless care coordination between virtual and in-person options, supported by an interoperable electronic medical record (EMR)
 - Navigation through the complete health care journey





Account stewardship



BY YOUR SIDE



A better experience for you and your employees

Convenience for plan sponsors

Streamlined administration and strategic support with one:

- Integrated account team
- Eligibility file submission
- Banking arrangement
- Master service agreement (contract)
- Implementation
- Customer care team
- Reporting package
- Clinical program philosophy
- Strategic view of your program



Connected care for members

- Coordinated clinical outreach
- Expanded options for access and engagement
- Convenient service with one website, mobile app, claims and ID card



Noticeably higher

volume of care considerations for diabetes, cardiovascular and asthma¹

¹ Range of favorable outcomes based on Combined Medical and Pharmacy Comparative Analysis: Best Case Examples (2019-2021). Aetna® plan sponsor analytics. October 2022.

The cornerstones of our account management approach



Strategic planning

Annual planning of key projects, areas of focus and critical meetings and discussions



OE readiness

Formal process to initiate upcoming plan year changes, prepare for member open enrollment and support communications



Plan management

Ongoing planning, status check-ins, critical information sharing and delivery of day-to-day account management



Reporting and analytics

Experience monitoring, high-cost claimant review, trend and outlier identification and management reporting



Service delivery

Tracking and monitoring of service performance, open item closure and escalation resolution



Continual innovation

Targeted recommendations balanced between CVS Health® enterprise innovations and Rancho Santiago Community College District -specific solutions



A personal health assistant that goes above and beyond



With a simple, personalized experience, the concierge connects members to the right programs and resources and makes their lives a little easier

THE CONCIERGE:

Locates providers

Estimates costs

Receives clinical alerts

Educates members on maximizing benefits

Helps schedule doctor visits

Makes warm transfers

Interacts through webchat

Conducts first impression treatment

Offers real-time claims reprocessing

Uses predictive analytics to proactively reach out to members



94%
of questions resolved on the first call¹



¹ Aetna® Public and Labor 2021 year-end concierge information.



Care experience



WITHIN REACH



Transforming the health care experience

We're engaging members in a more proactive, preventive and connected way by using:

- Innovative care management solutions
- Predictive analytics
- Advanced technology
- The local reach of CVS Health®

The result: improved health and lower costs for you and your employees.



Supporting your physical *and* mental health



Care coordination

- Integrated medical and pharmacy
- Single nurse for life
- Group coaching
- Pharmacist and dietician consults
- 24-hour nurse line
- Personalized health notifications
- Primary care connections
- End-of-life support
- Transgender Advocate

Condition management

- Comorbid condition support
- Kidney support
- Second opinion
- Surgery recovery packages
- Gaps-in-care and patient safety monitoring
- Readmission prevention
- Pharmacist medication review

Behavioral health

- 24/7 clinical triage/referral
- Digital well-being support tools
- Telehealth services
- Autism support
- Early screening
- Online condition checker
- Institutes of Quality® for substance abuse

Enhancing the digital experience for members*



Aetna® and CVS Caremark® Rx

Advancing a seamless experience

Integrated pharmacy features for both medical and pharmacy care

Seamless care coordination between CVS Health Virtual Care™ and in-person care options, including MinuteClinic®



Self-service and usability

Expanding ease of use

Step-by-step onboarding section helps members understand coverage, manage yearly expenses and quickly access member services

Enhanced prior authorizations guidance



Provider search and transparency

Enhancing the provider search

Digital support for virtual care, including provider designations

Enhanced predictive search based on member usage and behavior patterns

Regulatory and compliance support with real-time data exchange and transparency



Enhanced member journey**

Providing a tailored experience

Customer branding and welcome messages

Dynamic links and single sign-on to third parties

Client promotional banners

*Enhancements are subject to change.

**Select governance-approved clients only.

Find the right approach for your plan



Pharmacy Network

63,000 Broad Network pharmacies

90-day supply at mail order or 9,800 CVS retail pharmacies

Pick-up Specialty Rx's at CVS retail pharmacies



Standard Opt-Out Plan - Aetna Formulary

Flexible controls with cost protection

Covers **most generics** and some brands

Includes specialty controls & hyperinflation strategy



Transition Fill

One grace fill of existing medication

Target mailings and coordination with physician

Check Drug Cost tool



Cost Management

Specialty Guideline Management

Choice Generics

Pharmacist Counseling



Innovation and forward thinking

AHEAD OF THE CURVE



Delivering an exceptional experience with innovative solutions

TRANSFORMATIVE CARE



Individualized, proactive condition support from pharmacists



A personalized approach for treatment that reaches 100% of members with diabetes



Chronic back and joint pain management and surgery avoidance



Motivation to make smarter health choices with enhanced care management options

SIMPLIFIED ACCESS*



Decision support tools that help members find the best providers



Convenient Rx home delivery



Affordable care that's closer to home with our MinuteClinic® visits**



Guidance to the care your employees deserve with medical neighborhoods



First-of-its-kind connected support with virtual primary care

And we're just getting started.

*Not all services and programs are available in every location.

**Includes select MinuteClinic services. Not all MinuteClinic services are covered. Please consult benefit documents to confirm which services are included. Members enrolled in qualified high-deductible health plans must meet their deductible before receiving covered non-preventive MinuteClinic services at no cost-share. However, such services are covered at negotiated contract rates. This benefit is not available in all states and on indemnity plans.

We live and work where you
live and work, shoulder to
shoulder, dedicated to your
people and their families...

where you
want us
to be ♥

Legal disclaimer

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Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Refer to [Aetna.com](https://www.aetna.com) for more information about Aetna® plans. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a health care professional.

For a complete list of other participating pharmacies, log in to [Aetna.com](https://www.aetna.com) and use our provider search tool.

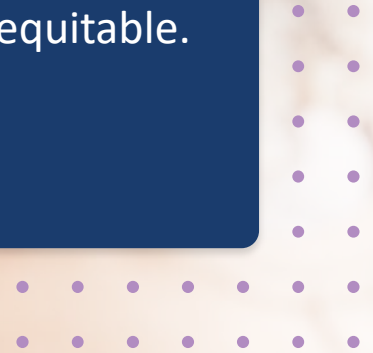
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Helping you achieve health equity



We're leading the way in addressing Social Determinants of Health (SDoH).

This will help you achieve your business goals, plan cost and productivity, while making your health plan more equitable.



Data and analytics put social determinants to work for you

By pinpointing how social determinants impact your population, we can work strategically to protect employee health **and your bottom line.**

UNCOVER ROOT CAUSE

AFFORDABILITY

"I can barely afford rent and my car. No way I can pay a medical bill."

AWARENESS

"Are urgent care centers part of my health plan?"

ACCESS

"I work until 7 PM and the urgent care closes at 6 PM."

ASSUMPTIONS

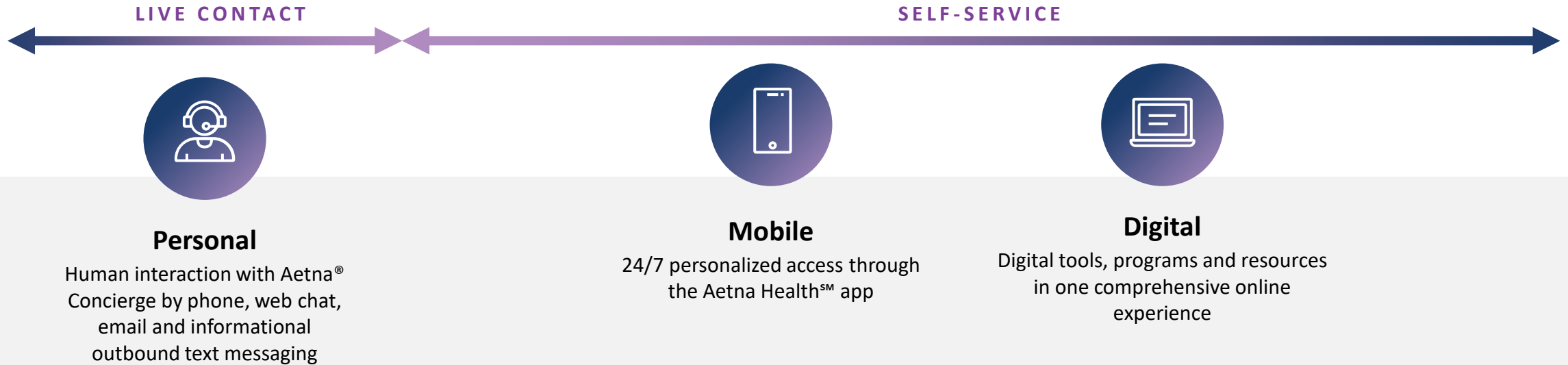
"Not sure doctors have my best interests in mind, what's the point in even getting my physical?"



Early social determinants of health pilot studies revealed at least **5%** excess cost driven by unaddressed health disparities.¹

¹ Aetna study of 440 million member-months. Excludes cost of lost productivity

Human touch to self-service: support when and where members need it



And, for you, we offer comprehensive reporting on precisely how and when members use these resources.

Next-level engagement and behavior change with Aetna Advice[®]

Artificial intelligence, behavior economics and multichannel engagement



Site-of-care choices

Preferred networks, ER, lab and radiology

Preventable complications and treatment selection

Preventive care, maternity, surgery and medication

Condition-specific prevention

Hypertension, hyperlipidemia, oncology and more

5-15%

of members have changed their behavior based on campaign¹

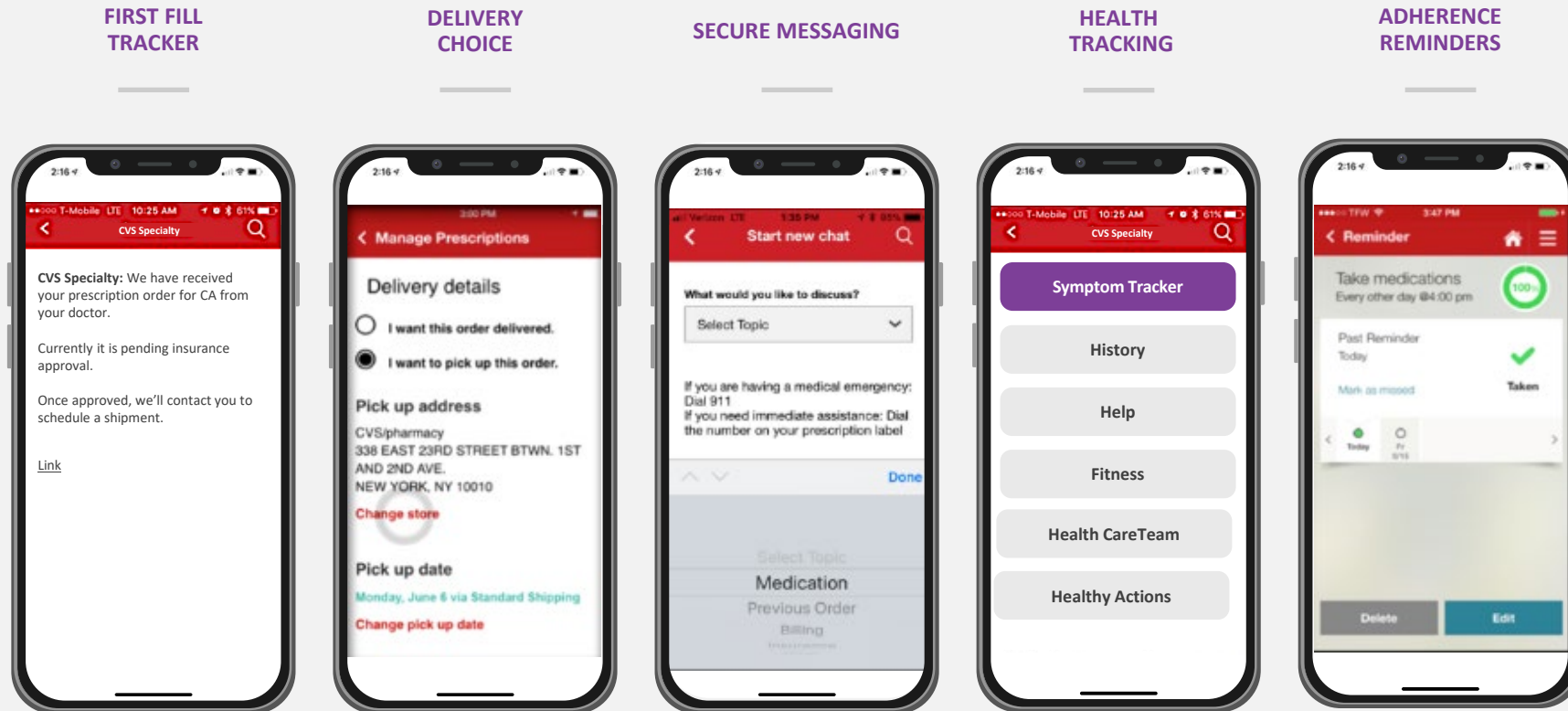
31%

increase in engagement rates when using multichannel capabilities²



¹ Results based on a 2020 pilot with 12 self-funded Aetna customers. Actual results may vary, based on characteristics of population.
² CVS Health[®] – Analytics and Behavior Change. Impact of multi-channel capabilities in improving care management reach rate, 2019.

Providing real-time, digital connections to care — making it easier for patients to start and stay on therapy



85%

of specialty patients have opted in to email or text notifications¹

84%

of new specialty patients who engaged with secure messaging are optimally adherent²

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1 CVS Caremark® Analytics, 2020. All data sharing complies with applicable law, our information firewall and any applicable contractual limitations (P1007101020).

2 CVS Health® Analytics, 2020. Adherence results are based on CVS Caremark data. (P1002730919)