

Express Scripts Canada (ESC) Pharmacy

A pharmacy benefits management solution that can deliver savings, convenience and improved health outcomes



ESC Pharmacy

The amount your plan pays for maintenance drugs that treat chronic medical conditions such as diabetes, high blood pressure, high cholesterol and asthma can account for up to two thirds of claims and more than 50 per cent of drug plan spend.¹

ESC Pharmacy helps control maintenance drug costs by providing your employees with the convenience of medication delivery and 24/7 access to support from ESC pharmacists.

The ESC Pharmacy difference

ESC Pharmacy generates savings for both your plan and plan members. Their pharmacists actively focus on health management by:

- **Maximizing the supply dispensed at a time** – ESC pharmacists deliver value by reducing the number of dispensing fees. They help ensure that plan members who are stable on their medication receive a 90-day supply instead of a 30-day supply.
- **Maximizing the use of lower cost, clinically effective medications** – ESC pharmacists dispense the lowest cost generic alternative, or with permission from the plan member and their physician, a lower cost therapeutic alternative.
- **Monitoring medication adherence** – Automatic refill reminders and renewals help ensure plan members always have an adequate supply of medication on hand. Since ESC pharmacists know when the medication is dispensed, they also monitor adherence and will contact plan members to ensure that the medication is being taken as prescribed.

Plan members benefit from the delivery to their home, office or other convenient location, and ESC pharmacists empower members by helping them make decisions that may save money and optimize health outcomes.

Research shows that programs in which prescription drugs are actively managed and dispensed, often result in greater adherence to medications by plan members, and that can lead to improved member health outcomes.²

You and your members can benefit from ESC Pharmacy

Benefits to plan sponsors

- Savings
- Easy implementation
- Personalized plan member communication launch campaign

Benefits to plan members

- Free delivery of medication
- Savings on out-of-pocket costs
- Auto refills and renewal reminders
- Access to pharmacists 24/7
- Request transfers and refills online
- Support with medication adherence

ESC Pharmacy offers choice

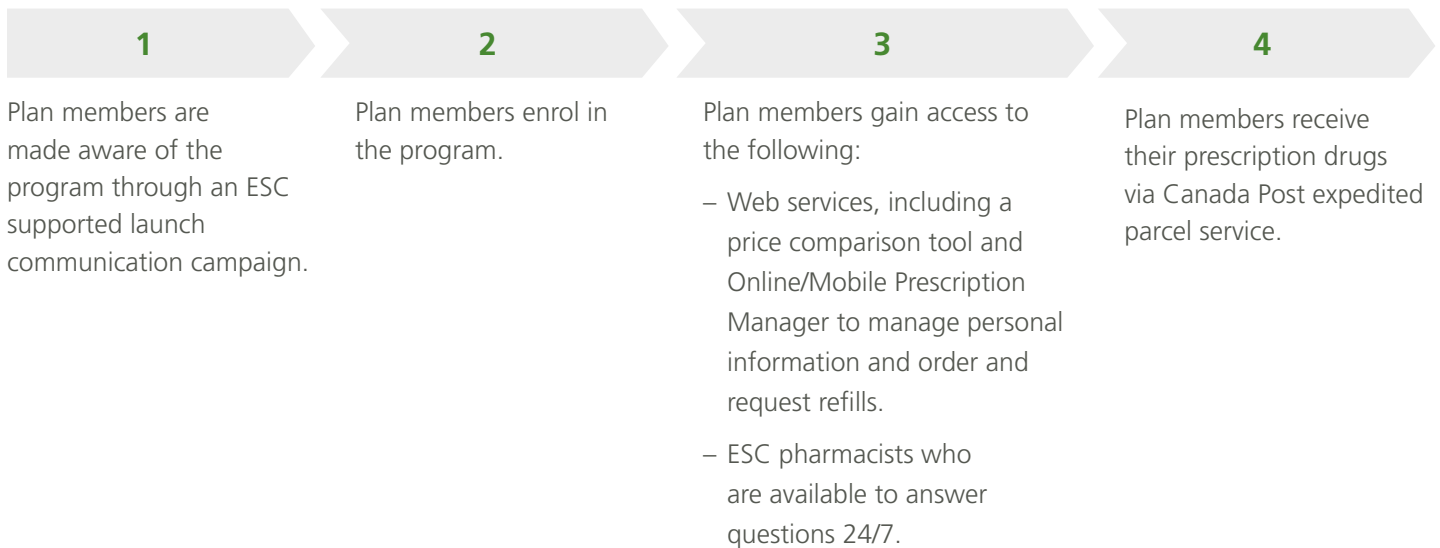
Three different program options allow you to choose the one that best suits the needs of you and your plan members.

| Program | How it works | Average savings of maintenance drug costs | Average savings – total drug costs |
|----------------------------|--|---|------------------------------------|
| 1. Exclusive | Plan members must enrol with ESC Pharmacy for reimbursement of maintenance drugs. | 18.8%* | 9.1%* |
| 2. Preferred Choice | Plan members who choose to enrol in ESC Pharmacy will be reimbursed at a higher coinsurance for maintenance drugs than if they purchased them at another pharmacy. | 14.0%* | 6.8%* |
| 3. Select | Plan members must choose whether or not they wish to enrol in ESC Pharmacy for maintenance drugs but there is no difference in reimbursement. | 1.3%* | 0.6%* |

*ESC's average savings estimates for drug costs are based on Manulife claims data. Assumed member participation rates are 90 per cent (Exclusive), 35 per cent (Preferred) and 10 per cent (Select). Actual savings may be higher or lower depending on plan design and other factors.

Important note: ESC Pharmacy is available to plan members in all provinces and territories except Quebec, where an education program enables members to connect with similar services from a Quebec-based affiliate pharmacy.

ESC Pharmacy supports an engaging and convenient plan member experience



ESC Pharmacy delivers cost management, healthy outcomes and a positive plan member experience.

For more information about this service or any other Manulife pharmacy benefits programs, please contact your Manulife representative or visit manulife.ca/groupbenefits.



About Express Scripts Canada
Express Scripts Canada transforms the way organizations and employees think about and participate in their drug benefit plan. Express Scripts Canada provides pharmacy services to thousands of Canadian patients. Through its proprietary consumer intelligence, clinical expertise, and patients-first approach, Express Scripts Canada promotes better health decisions for plan members, while managing and reducing drug benefit costs for plan sponsors. Express Scripts Canada is indirectly owned by Express Scripts Holding Company. For more information about Express Scripts Canada, visit www.express-scripts.ca.
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