
















# Express Scripts® Pharmacy Benefit Services Member Experience

**Express Scripts® Pharmacy Benefit Services makes prescription benefits easier to understand and use.** Through integrated experiences and proactive communications, members receive clear cost information, timely benefit updates, and personalized guidance to support confident health care decisions.

**This resource brings the experience to life with copies of letters and other experience examples, demos, videos, and ready-to-use member-facing materials**—so you can easily understand how member experience works and promote meaningful engagement for your members.

*Click to explore the resources below to learn more, receive guidance, and access helpful next steps.*

<p>MEMBER EXPERIENCE MAGAZINE</p> 	<p>MEMBER WEBSITE DEMO</p> 
<p>MEMBER EXPERIENCES COMMUNICATION LIBRARY</p> 	<p>MOBILE APP DEMO</p> 
<p>MEMBER VIDEO HUB</p> 	<p>DIGITAL ADOPTION TOOLKIT</p> 
<p>ARTICLE   DIGITAL ADOPTION</p> 	<p>MEMBER EXPERIENCE EXEC BRIEF</p> 
<p>ARTICLE   MEMBER EXPECTATIONS</p> 	<p>ARTICLE   EMPLOYEE SATISFACTION</p> 
	<p>MEMBER EXP. EVOLUTION VIDEO</p> 
	<p>CLIENT NEWSLETTER</p> 
	<p>CLIENT VIDEO HUB</p> 



MAGAZINE



WEB DEMO



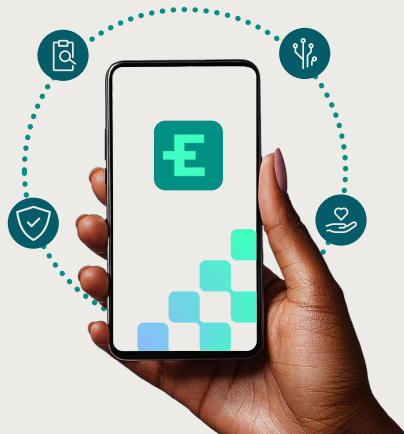
APP DEMO



NEWSLETTER

## Advocating for members. Building a better pharmacy benefit experience for all, through:

- Cost transparency
- Ease of use and access
- Integrated experiences
- Personalized guidance



**Member Experience**  
Supporting members by simplifying their health care journey and improving access to care and medications they need.

**Designed around what members need most**

- EASE OF USE & ACCESS:** Making it easier for members to find what they need. Simplified, self-service through their health care journey with less hassle.
- COST TRANSPARENCY:** Helping members better understand their benefits, costs, and care options, so they can make more informed, confident decisions.
- INTEGRATED EXPERIENCES:** Bringing together the care ecosystem to create connected experiences that support members across key moments in their journey.
- PERSONALIZED GUIDANCE:** Connecting members to the right information, tools and support based on the individual needs in moments that matter.

Across Evernorth, the member experience is anchored in these core focus areas—addressing where health care most often falls short and guiding how we deliver a more connected, member-first experience.

**Website Demo**  
Password: webdemo

**Mobile Demo**  
Password: appdemo

**Demos | Member Website and Mobile App\*:** narrated walkthroughs of the end-to-end digital account experience from a member's perspective, showing how members find information, manage prescriptions, understand costs, and use digital tools in real-life scenarios.

**Member Website | Password:** webdemo  
**Mobile App | Password:** appdemo

**Member Experience Insights Newsletter**

**In this issue**

- The Member Experience Insights Newsletter features real-life stories and practical insights from members, providers, and payers. This issue includes:
- The future of the pharmacy benefit member experience**
- Insights on our experience**

**Transforming the prior authorization journey**

- How we're streamlining the process
- How we're simplifying the process
- How we're making it easier for members
- How we're making it easier for providers
- How we're making it easier for payers

**Client Newsletter:** Stay in the know! Triannual resource for what's new, what's next, and what you can opt into to make the member experience better! **Make sure you're receiving this newsletter—ask your account representative to add you and keep up with how the member experience is evolving.**

**Evernorth Member Experience Magazine:** a clear, visual look at how we support members across the pharmacy benefit journey and how we're enhancing the experience through our roadmap, with examples of tools, communications, and enhancements that improve clarity, confidence, and engagement. **Discover everything about the pharmacy benefit member experience—right here.**

\*Currently for client use only. Member-facing demos on the website and app are coming soon.



COMMUNICATIONS LIBRARY

DIGITAL ADOPTION TOOLKIT

EXECUTIVE BRIEF

EVOLUTION VIDEO

CLIENT VIDEO HUB

MEMBER VIDEO HUB

**Member Experience Communications Toolkit**

Supporting members through key moments across their health care journey:

- Pre-Benefit
- Benefits Education

**Overview**

This toolkit serves as a centralized library of sample member-facing communications and materials available across Evernorth Health Services' solutions. This resource provides working and realistic communications and business flow members may experience them when enrolled in a given solution.

**What's included**

Depending on the solution, sample resources in the toolkit may include:

- Standard member-facing communications, such as text, emails, and digital messages members may receive when the plan is enrolled
- Digital experiences and supporting member content
- Educational, promotional and reference materials, including:
  - Plans
  - Frequently Asked Questions (FAQ)
  - Costs table and other supporting resources

**Member Experiences by Solution**

SOLUTION	Plan	Description	Link to Resource
Express Scripts	Express Scripts Plan	The Express Scripts plan includes a variety of services and benefits that are designed to help members manage their health and well-being.	Link
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Pharmacy	Pharmacy	The Express Scripts pharmacy benefit provides members with access to a wide range of pharmaceuticals, including brand-name, generic, and off-invoice drugs.	Link
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Toolbox Therapy	Toolbox Therapy	The Express Scripts toolbox therapy benefit provides members with access to a wide range of mental health services, including individual, group, and family therapy.	Link
	Toolbox Therapy	The Express Scripts toolbox therapy benefit provides members with access to a wide range of mental health services, including individual, group, and family therapy.	Link
Comprehensive Care	Comprehensive Care	The Express Scripts comprehensive care benefit provides members with access to a wide range of services, including medical, behavioral, and dental care.	Link
	Comprehensive Care	The Express Scripts comprehensive care benefit provides members with access to a wide range of services, including medical, behavioral, and dental care.	Link
Healthier Choice	Healthier Choice	The Express Scripts healthier choice benefit provides members with access to a wide range of services, including medical, behavioral, and dental care.	Link
	Healthier Choice	The Express Scripts healthier choice benefit provides members with access to a wide range of services, including medical, behavioral, and dental care.	Link
Wellness	Wellness	The Express Scripts wellness benefit provides members with access to a wide range of services, including medical, behavioral, and dental care.	Link
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**Toolkit Resources**

To help you reach your members we have two toolkits:

**Digital Adoption Toolkit (Pages 2-4)**

This toolkit contains resources to promote simpler, more convenient access, leading to better member adherence and greater savings for your organization. Messaging within the toolkit focuses on digital ID cards, money-saving recommendations, coverage member updates and more. Resources are also available for plans providing access to express-scripts.com through single sign-on (SSO).

**Helpful resources**

Noted below are the resources contained within this kit, designed to promote resolution of an online account leading to better medication adherence.

Helpful Resource	How to use it	Details
Poster: Right before	Post in high-traffic common areas around membership.	2-STEP to find different types of emerging. Dimensions: 11" x 11"
One-page: Right before	Leave on member's desk as an add-on or post in an unattended area.	1-PDF (Two sided). Dimensions: 8.5" x 11"

Download kit (English) | Download kit (Spanish)

**Get ready for a member experience evolution.**

EVERNORTH HEALTH SERVICES

**Member Experiences Communication Library:** a centralized collection of member-facing communication examples, spanning pre-benefit and in-benefit moments, for solutions your plan may choose to offer members. Samples include letters, emails, texts, promotional materials, and more, so you know exactly what may be sent to your members and when.

**Digital Adoption Toolkit:** easy-to-share set of materials designed to help you promote account registration and adoption of digital tools that make benefits easier to use and help members stress less and save more.

**Executive Brief:** a high-level executive overview of the PBS Member Experience evolution, outlining the vision, core enhancements, and our commitments to your members and plan.

**member experience**

**Member Experience in Action | Client Video Hub**

This hub features client-facing videos designed to show how we support your members across the pharmacy benefit experience. The content showcases our approach to member experience, education, transparency, and ongoing enhancements.

EVERNORTH'S NEA PARTNERSHIP: JALEN BRUNSON AD

**Member Experience | Member Video Hub**

This hub features videos, that will be available on the website and mobile app, created for your members to help them understand and navigate their pharmacy benefits. The content focuses on education, guidance, and clarity around key topics, demonstrating how we proactively support your members with clear, easy-to-understand video resources throughout their benefit journey.

EVERNORTH'S NEA PARTNERSHIP: JALEN BRUNSON AD

**PBS Member Experience Evolution Video:** highlights how Express Scripts is evolving the member experience to be more intuitive, transparent, and personalized—helping members feel supported and empowered.

**Member Experience Client Video Hub:** a curated set of short videos designed to explain the member experience evolution and how it delivers more clarity and value for members.

**Member Experience Member Video Hub:** member-friendly videos on the member website—before and after login—that simplify the benefit journey, making it easier for members to understand terms, processes, costs, and tools designed to help them get the most out of their benefit.\*



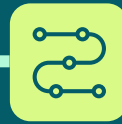
ARTICLE | DIGITAL ADOPTION



ARTICLE | EMPLOYEE SATISFACTION



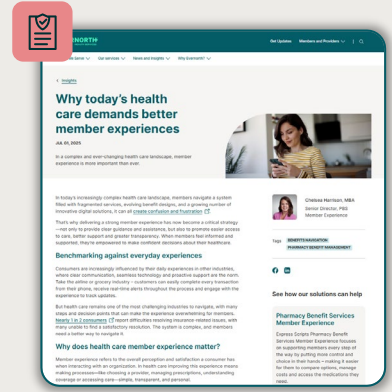
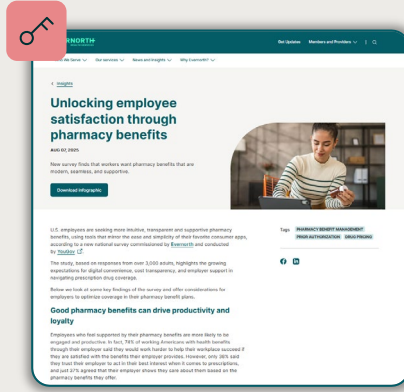
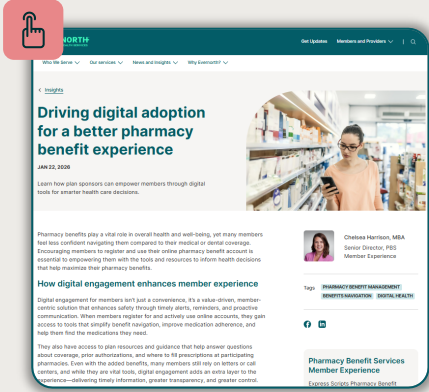
ARTICLE | BETTER MEMBER EXPERIENCES



MEMBER EXPERIENCE ROADMAP



PBS MEMBER EXPERIENCE WEBPAGE



**Article | Driving Digital Adoption:**

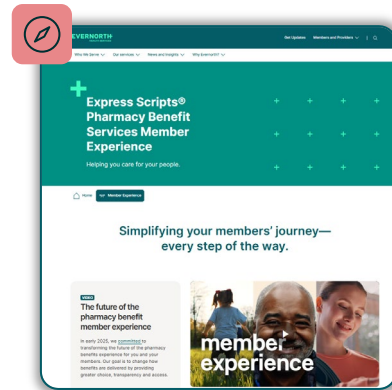
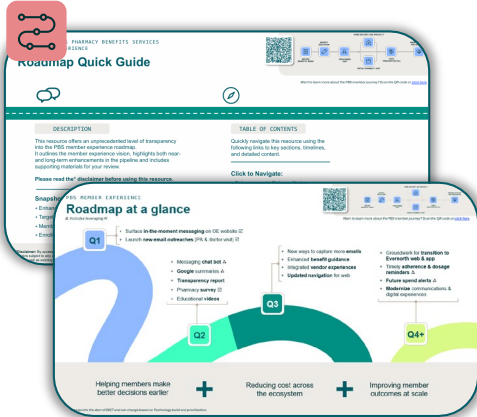
learn about the importance of encouraging digital registration, which empowers members with real-time information, personalized guidance, and easier navigation of their pharmacy benefits.

**Article | Unlocking Employee Satisfaction:**

read insights and learn from an infographic from YouGov research showing how a modern, connected pharmacy benefit experience can improve employee trust, loyalty, and overall satisfaction.

**Article | Today's Health Care Demands Better Member Experiences:**

explore why today's members expect simpler, more transparent health care experiences—and how improving experiences drives access and confidence.



**Member Experience Roadmap:**

outlines the member experience vision, highlights both near- and long-term enhancements in the pipeline and includes supporting information for your review.

**PBS Member Experience Web Page:**

an overview on Evernorth.com of how Express Scripts is simplifying the pharmacy benefits journey with clearer cost visibility, proactive guidance, and more connected digital experiences for members.



**Contact your account representative with any questions or if you don't receive or have access to resources and would like to.**

