

Introducing Our AI-Enhanced Chat Experience

24/7 support with smarter, more personalized guidance for members

Beginning in Q2 2026, we'll start rolling out the chat experience through a phased approach, providing access to members by **January 1, 2027**, allowing us to maintain quality, stability, and a great member experience as access expands.

In addition to supporting **order status, prior authorization status, and FAQs**, the enhanced chat will bring smarter, more personalized, and more accessible support over time.*



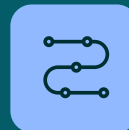
Lower-cost options surfaced automatically: For plans enrolled in affordability solutions, it can identify the lowest-cost option available through their plan or eligible discounts.



Personalized benefit insights: Can pull in member-specific information, including benefit details and accumulator status directly from Benefits Overview.



More inclusive, accessible experiences: Members can interact via chat, text*, or voice-to-type*, helping meet a wider range of accessibility needs.



Seamless guidance to other tools: When helpful, members are guided to related resources like our pharmacy locator tool and transparent pricing tool.



Smarter, more comprehensive guidance: Evaluates drug, pharmacy, and days' supply to help members make confident choices based on transparent recommendations.



Engaging content: Fun, informative videos are embedded to help explain complex topics, like Prior Authorization and pharmacy networks, in an easy-to-understand way.



Condition-based searching: Members can explore and receive guidance on medications by therapeutic class or condition.



Snap a photo, get answers*: Members can take a picture of a prescription or medication bottle to ask drug-specific questions.

Enrollment varies by plan type. Commercial plans are automatically enrolled unless an opt out is requested. Health plans must opt in by contacting their account representative. Medicare plans will not be enrolled at this time as the experience is still being built out.

**Not all features will be available at launch and will roll out as they become available. Features and functionality are subject to change prior to launch.*