

Specification Sheet

NAVIGATION

Begin by clicking the links in the **EVOLUTION GOALS** section, which navigate to scrollable guides grouping each experience by goal. Guides include details, visuals of experiences before and after evolution, and cobranding and customization options. Clicking links in the tables below also navigate to the applicable Evolution Goals section. You are currently [here](#).






Enrollment
 U Auto-Enrollment
 + Opt In Enrollment

Type of Experience
 ◆ Enhanced Experience
 ★ New Experience
 > Future Experience (into 2028)

Customization Potential
 ● Standard
 ● Cobranding
 ● Customizations allowed

*For plans that have delegated Express Scripts to manage coverage reviews and/or appeals.

EVOLUTION GOALS

-  [Transparency & Affordability](#)
-  [Benefit Education](#)
-  [Personalized Guidance](#)
-  [Enhanced Encounters](#)
-  [Connected Experience](#)

START

Pre-Benefit Education PRE-BENEFIT 1

EXPERIENCE	ENROLL			CHANNEL				
	Comm./Federal**	Health Plans	Reg. Markets†	Web	App	Email	Text	Letter
1 ◆ Open Enrollment Experience	+	+	+	●●				
2 ★ Future Plan Year Disruption	+	+	>			●●		●●

Enhanced Guidance PHARMACY & MEDICAL ENCOUNTERS 2

EXPERIENCE	ENROLL			CHANNEL				
	Comm./Federal**	Health Plans	Reg. Markets†	Web	App	Email	Text	Letter
Prior Auth Status Experience*								
1 ★ Prior Auth. Initiation Comm.	U	U	U			●●	●	
2 ◆ Prior Auth. Status Tracker	U	U	U	●●	●			
3 ◆ Prior Auth. Expiration Experience	U	U	U	●●	●	●●	●	●●
POC & POS Guidance								
1 ★ Tools to Use with Doctor	U	U	U	●●	>	●●	●	
2 ★ Pharmacy Recommended Exp.	+	+	>	●	●			●●

Benefit Utilization IN-BENEFIT 3

EXPERIENCE	ENROLL			CHANNEL				
	Comm./Federal**	Health Plans	Reg. Markets†	Web	App	Email	Text	Letter
1 ★ Disaster Event Exp.	U	U	>	●●		>	>	
2 ◆ Web Inbox Experience	+	+	+	●●	●			
3 ★ Messages on Web Pages	+	+	>	●●	●			
4 ★ Educational Video Series	U	U	U	●	●	>	>	
5 ★ Recommendation Guide	U	U	U	●	●	●	●	●
6 ◆ Benefit Overview pg. additions	U	U	>	●●	●			

Feedback Opportunities POST-ADJUDICATION 4

EXPERIENCE	ENROLL			CHANNEL				
	Comm./Federal**	Health Plans	Reg. Markets†	Web	App	Email	Text	Letter
Annual Claim Review								
1 ◆ Claim History & Review	U	U	U	●●	●	●●	●	
2 ★ Annual Trans. Report	U	U	-	●●	●	●●	●	
Recommendation Guidance								
1 ◆ Savings Amount Recs.	+	+	>	●●	>	●	>	●●
2 ★ Pharmacy Survey	U	U	U	●●	●	●●	●	

†Regulated Markets will have a separate go-live date of 4/1/26 for communications vs. 1/1 for non-Regulated Markets. Some experience go-live dates vary as noted. **Evernorth Federal Services division