What is Retail Health?

Retail Health combines the convenience, access, and price transparency of retail with the quality and the trust of traditional medicine.

- **Convenient**: Meeting Consumers in the Market
- **Effective**: Providing High-Quality Care at the Lowest Effective Cost
Walgreens adherence experience provides a single program with several touch points to stay on track

**Proactive Tools**
- Make it easy and motivate members to get and take their medications

**Get Meds**
- 90-Day
- Autofill
- Refill Reminder
- Refill Online or by Scan

**Take Meds**
- Rx Tracker
- Pick-up Reminder/ Rx Ready
- Delivery
- Script Alignment

**Reacting Tools**
- Assist members to get back on track

**Get Meds**
- Late-to-Refill
- Return-to-Stock

**Take Meds**
- Comprehensive Med Review
- High Risk Meds

*Currently in pilot

Delivering Value
- Star ratings
- Improved outcomes
- Member satisfaction
- Reduced costs

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Walgreens Healthcare Clinic

**400+ locations**
**Open 7 days a week** including evenings and Sundays
**Same-day appointments** available

Average cost of care **5x lower than ED visit**

Impact quality care metrics for both HEDIS and Star programs

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WellTransitions® and 30-day Hospital Readmission Rates

- WellTransitions patients were significantly less likely to experience an unplanned readmission within 30 days than the comparison cohort.
- The greatest reductions in readmissions were seen among the CMS targeted conditions (heart failure, acute myocardial infarction, pneumonia) and among elderly patients.
- Heart Failure represented 52.6% of admissions for CMS targeted conditions.

![Graph showing readmission rates for WellTransitions Cohort and Comparison Cohort.](image)

Heart Health DHA Program

- **Tracking:** We've created a 6-month plan to help manage your condition. Track the activities in your plan of care to reach your goal!

- **Cholesterol Tracking:**
  - Date: 8/15/2015, Total: 200, LDL: 60, HDL: 51
  - Date: 7/15/2015, Total: 200, LDL: 60, HDL: 43

- **Blood Pressure Tracking:**
- **Exercise Tracking:**
Walgreens is associated with 3% greater medication adherence and 3% lower healthcare utilization and costs

<table>
<thead>
<tr>
<th>Commercial Population</th>
<th>Value of Walgreens interventions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare utilization (6 months post index)</td>
<td>Walgreens patients (n=72,410)</td>
</tr>
<tr>
<td>Medication adherence (PDC)</td>
<td>55.2%</td>
</tr>
<tr>
<td>Optimal adherence (PDC ≥ 0.80)</td>
<td>34.3%</td>
</tr>
<tr>
<td>Proportion with ≥ 1 hospital admission</td>
<td>5.0%</td>
</tr>
<tr>
<td>Proportion with ≥ 1 ER visit</td>
<td>12.7%</td>
</tr>
<tr>
<td>Mean # outpatient visits</td>
<td>7.62</td>
</tr>
<tr>
<td>Total healthcare cost per patient</td>
<td>$5,349</td>
</tr>
</tbody>
</table>

* = Statistically significant difference (P<0.0001)

Results represent 6-month healthcare utilization and cost associated with Walgreens patients compared with non-Walgreens patients.


State-of-the-art digital tools help make it easy to stay on medication therapy

- **Refill by scan**: The fastest way to refill
- **Transfer by scan**: No-hassle prescription switch
- **Pill Reminder**: Quick and easy
- All tools are accessible through Apple Watch

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…through the addition of customer service and engagement options

<table>
<thead>
<tr>
<th>Pill Reminder</th>
<th>Pharmacist Chat</th>
<th>Immunizations App</th>
</tr>
</thead>
<tbody>
<tr>
<td>“This is the kind of application that can truly improve your quality of life.”</td>
<td>“Saves me from having to wait in line at the store to chat with a pharmacist and is way more convenient!”</td>
<td>Our new immunizations app makes recording and scheduling immunizations a seamless experience</td>
</tr>
</tbody>
</table>

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Thank You