

2021
INVESTOR
DAY

Pharmacy

reimagined

PREM SHAH

Executive Vice President
and Chief Pharmacy Officer

 **CVS**Health[®]



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These presentations include non-GAAP financial measures that we use to describe our company's performance. In accordance with SEC regulations, you can find the definitions of these non-GAAP measures, as well as reconciliations to the most directly comparable GAAP measures, on the Investor Relations portion of our website.

[Link to our non-GAAP Reconciliations](#)

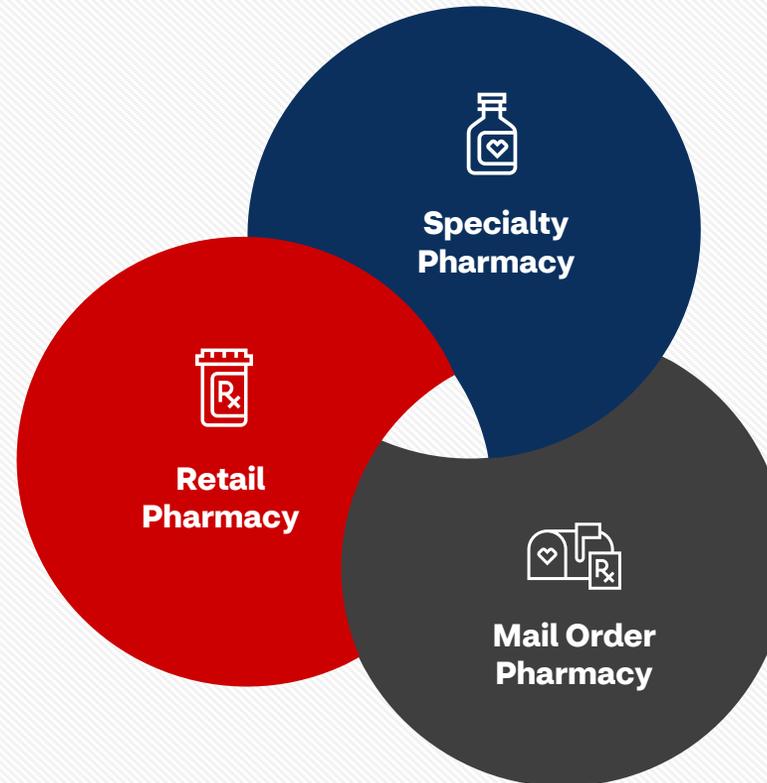
key highlights

- 1 Three industry-leading **foundational pharmacy businesses** that continue to grow
- 2 Consumers have **unmet needs** to increase coordination, simplicity and convenience
- 3 Reimagining pharmacy **through a tech-enabled, digitally-led omnichannel approach** getting people what they need—how and when they need it
- 4 Omnichannel approach **enhances strength of our foundational assets** by **changing the consumer experience & driving seamless pharmacy transactions**
- 5 Our plan will deliver **better outcomes, lower costs**, and a **seamless consumer experience**

By bringing these businesses together, we can reimagine the pharmacy experience

Three industry-leading pharmacy businesses

historically operated in different business units, leading to inconsistent consumer experiences



\$130B+

FY2021E Total revenue¹



Pharmacy market dynamics

- **Reimbursement** pressure
- Consumer **unmet needs**
- **Expanded role** of the pharmacist
- **Increased relevance** of digital pharmacy



There is still a need for coordination and simplicity which will reduce costs and improve quality



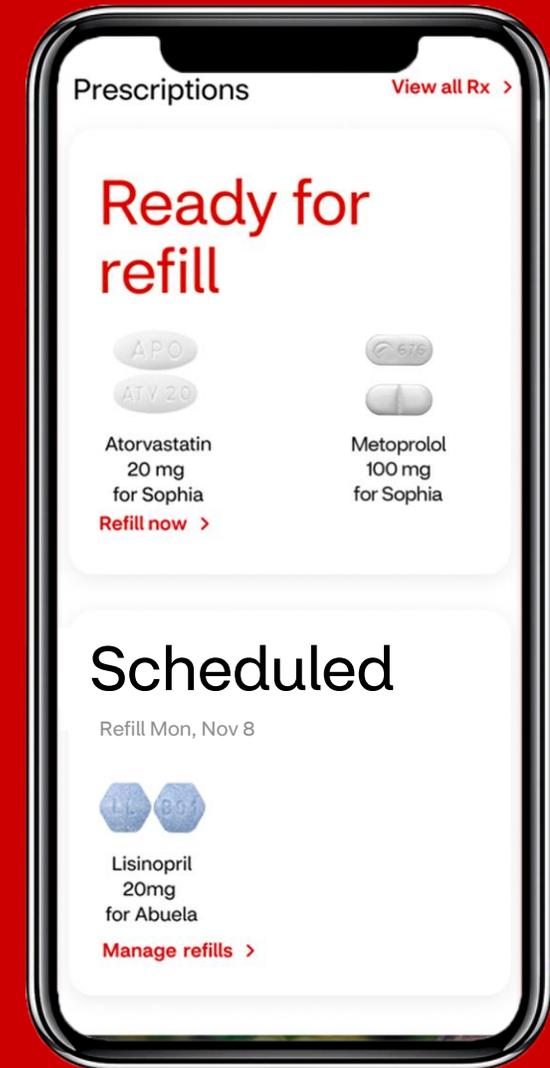
Omnichannel pharmacy is
connecting our pharmacy capabilities & assets
to provide choice for consumers

allowing them to interact how they want
while integrating services across all their
pharmacy needs



Customer experience strategy is based on a tech-enabled, digital-first approach

- **Integrated** pharmacy assets deliver a connected consumer experience
- **Most convenient** delivery and pickup options all in one place, for all pharmacy needs
- **Easiest self-service tools** start, refill, and check status of a prescription tailored to the consumer
- **Real-time connections** with trusted pharmacists deliver proven clinical therapy support programs
- Easy-to-use **tools to assess affordability**



**Our new pharmacy
vision builds off a
strong foundation**

We serve

1 in 4

U.S. consumers²

.....

~11M

CVS Pharmacy
interactions per week³

35M+

Digital customers

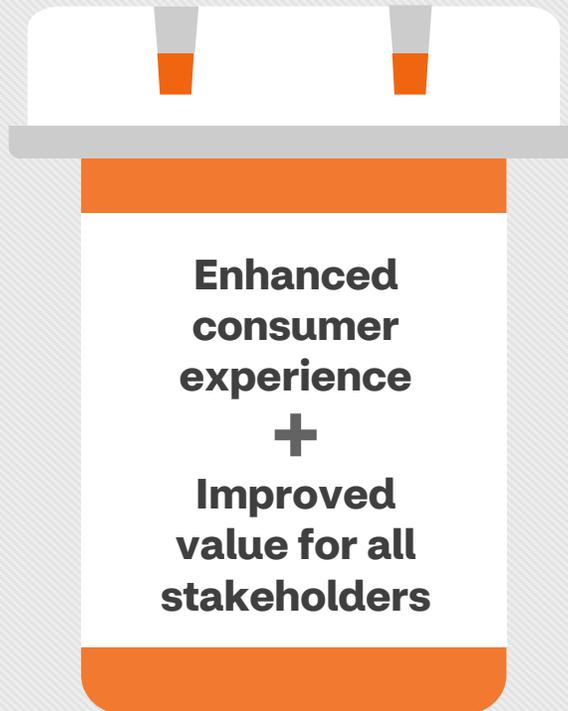
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1.5B

Prescriptions filled
in 2020⁴

Value delivered through omnichannel pharmacy model enables growth in foundational businesses

Omnichannel pharmacy capabilities drive...



Improved **medication adherence**

Continued **script growth**

Increased **sales and retention**

Reduced **operating costs**

...which results in...



Lower medical costs and improved quality



Ability to **offset** Retail reimbursement **pressure**



Sustained **strong operating income** growth

The benefits of an omnichannel pharmacy: cold chain optimization



The benefits of a connected system:

- **Consumer choice** for where to receive medications
- **Faster turn-around times**
- **Cost takeout** from ground shipment to now geo preferred fulfillment
- **Increased capacity for Mail** by eliminating manual processes at facilities

**80% of mail volume within 10-mile radius
of CVS retail store location⁵**



Reimagining pharmacy

to meet consumer needs,
drive greater value and
enable a healthier today

1

Our foundational pharmacy businesses are **market leaders** and **continue to grow**

2

We maintain unmatched assets and an industry-leading position in pharmacy **across all channels**

3

Our omnichannel approach will deliver **better outcomes, lower costs**, and a **seamless consumer experience**

4

Our plan will **drive enhanced value** to consumers, plan sponsors and the enterprise

Endnotes

All data is provided by CVS Health Enterprise Analytics or other internal CVS Health Sources, unless otherwise noted. All data is as of September 30, 2021, unless otherwise noted.

1. CVS Health Finance FY 2021 revenue estimates for Specialty pharmacy (incl rebates), Retail pharmacy, and Mail Order pharmacy.
2. Calculated using total CVS Pharmacy (Retail) customers per CVS Health Retail Analytics in assessment performed April 2021, divided by the US population as of November 30, 2021 per US Census Bureau.
3. Represents average number of pharmacy visits per week as of November 2021.
4. CVS Health 2020 Form 10-K. Includes an adjustment to convert 90-day prescriptions to the equivalent of three 30-day prescriptions. This adjustment reflects the fact that these prescriptions include approximately three times the amount of product days supplied compared to a normal prescription.
5. Data as of November 2021.