



# The Citizens Rx Difference

## A Modular Approach to Plan Design

*Citizens Rx, LLC is a full-service Pharmacy Benefit Management provider for health plans, public and private employer groups, and hospital and healthcare systems nationwide. Citizens Rx provides "unbundled," modular pharmacy benefit management services, including clinical and formulary management, claims processing, mail and specialty pharmacy services, rebate administration, 340B administration, and a 67,000-location national pharmacy network. We combine state-of-the-art mobile technology, along with unique plan designs to assist our clients with identifying eligible members, converting them to cost-saving networks (340B, Medicare and commercial), and controlling drug spend dollars – allowing our clients to better underwrite, manage and expand their existing book of business.*

### Service – Access – Savings

Citizens Rx provides a comprehensive suite of PBM capabilities and solutions predicated on our commitment to:

*Service* – our “best in class” service model focuses on responsiveness followed by action.

*Access* – to the networks your plan wants, the reporting you need and the people who can get the job done.

*Savings* – reflects our commitment to work with you to administer or develop a pharmacy benefit that drives lowest net cost spend with positive patient outcomes.

### The Citizens Rx Difference

Citizens Rx offers a modular approach to plan design through an unbundled, à la carte menu of services, allowing clients to create programs tailored to individual circumstances and needs.

The Citizens Rx model has been created in such a way that it:

- Emphasizes a right for our clients (plan sponsors) to understand their options and make informed decisions
- Utilizes partners that provide honesty, integrity and accountability to Citizens Rx patients and our clients
- Provides our clients with a unique “modular approach” to the construction of plan design, claims processing and formulary management
- Citizens Rx is keenly aware that transition can be a painful process: We are committed to ensuring that our clients and their members have the most efficient transition possible.
- Citizens Rx provides the ability to download monthly claims data through an online portal: You always have access.
- Citizens Rx does not exclude drugs for our own gain: You determine what you want covered.
- Citizens Rx will build a custom pharmacy network that suits you: You tell us where and how many pharmacies you need for each of your members and we will deliver — whether that is 60 pharmacies or 67,000.
- Citizens Rx reports are clear and provide the information you need on a daily basis: Manage your plan with these tools or access your claims data and create your own reports using our templates.
- Citizens is dedicated to serving the needs of clients with innovative technologies: We offer tools for Mobile Rx services such as refill-reminders, compliance assistance and more.