PEBP - Guarantees Met

All 16 guarantees reported as Met, Jul 2025 – Jun 2026

Eligibility & claims operations

- **Eligibility:** Maintenance eligibility transactions processed within 2 business days of receipt.
- **Eligibility file accuracy:** 100% of usable, error-free files loaded without error.
- **HIPAA claim compliance:** 99% of claims submitted in a HIPAA-compliant format.
- **Network pharmacy decline:** No more than 5% net loss of pharmacies in the broadest network.
- **Benefit design changes:** Standard plan changes implemented within 10 calendar days.

Account management

- **Inquiry turnaround:** Client requests answered within 2 business days.
- **Staff changes:** Account team stays in place, barring promotion or termination.
- **Standard report delivery:** Quarterly reports within 45 calendar days of quarter end.
- **Account Management satisfaction:** Annual client report card on the account team.
- **ESI satisfaction:** Quarterly customer service reviews with PEBP staff.

Reporting & reviews

- **Trend Central reporting:** Monthly reports within 15 business days; quarterly within 30.
- **Guarantee report:** Compliance reported within 45 days; penalties credited within 75.
- **Billing reports:** Mailed within 5 business days of claim cycle end.
- **Fraud, waste & abuse:** Quarterly reports within 30 days, with review meetings.

Met in every reported period (Q1–Q4)

Source: 47787_25_PerformancePenalty_Jul25toJun26.pdf

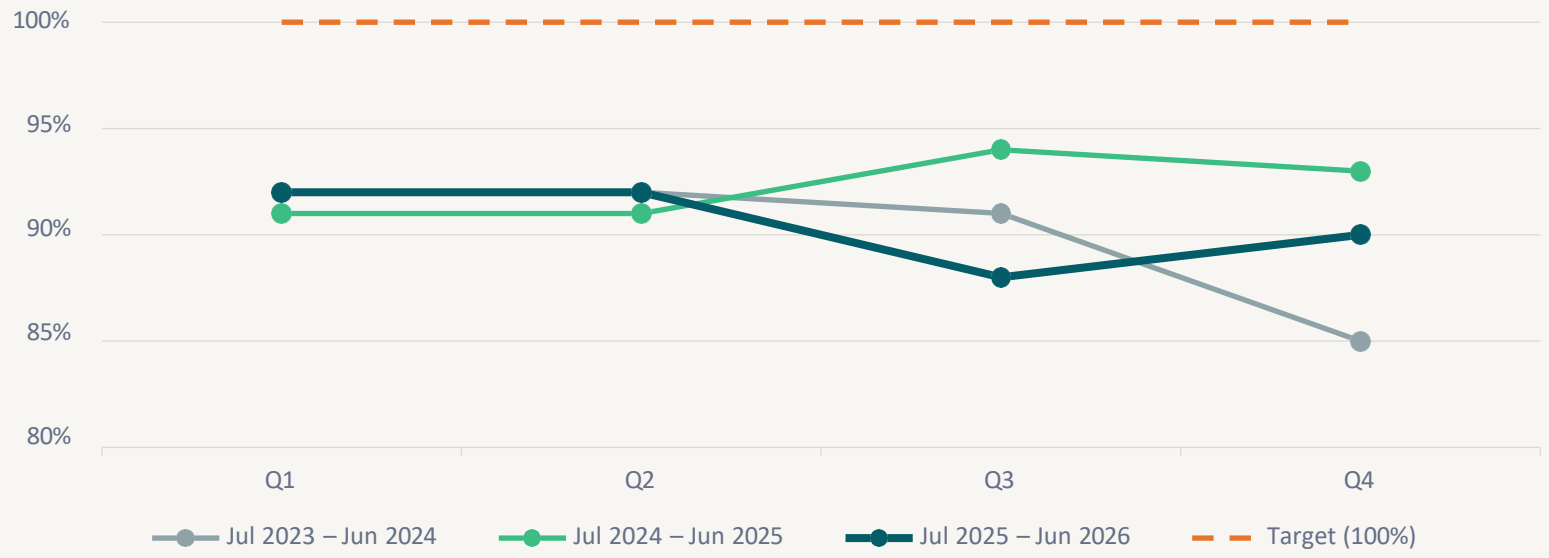
Non-Protocol Dispensing Timeliness: Jul 2023 – Jun 2026

Nevada PEBP | 2-business-day guarantee | Quarterly and year-to-date results, three years

Fiscal period	Target	Q1	Q2	Q3	Q4	YTD
Jul 2023 – Jun 2024	100%	92%	92%	91%	85%	**90%**
Jul 2024 – Jun 2025	100%	91%	91%	94%	93%	**92%**
Jul 2025 – Jun 2026	100%	92%	92%	88%	90%	**91%**

YTD vs. 100% target

- **Jul 2023 – Jun 2024: 90%**
- **Jul 2024 – Jun 2025: 92%**
- **Jul 2025 – Jun 2026: 91%**



Orange = below target.

Source: 47787_30_PerformanceGtee_Jul23toJun24.pdf; 47787_30_PerformanceGtee_Jul24toJun25.pdf; 47787_25_PerformanceGtee_Jul25toJun26.pdf

Non-Protocol Action Plan

Nevada PEBP | Order Delay Reasons

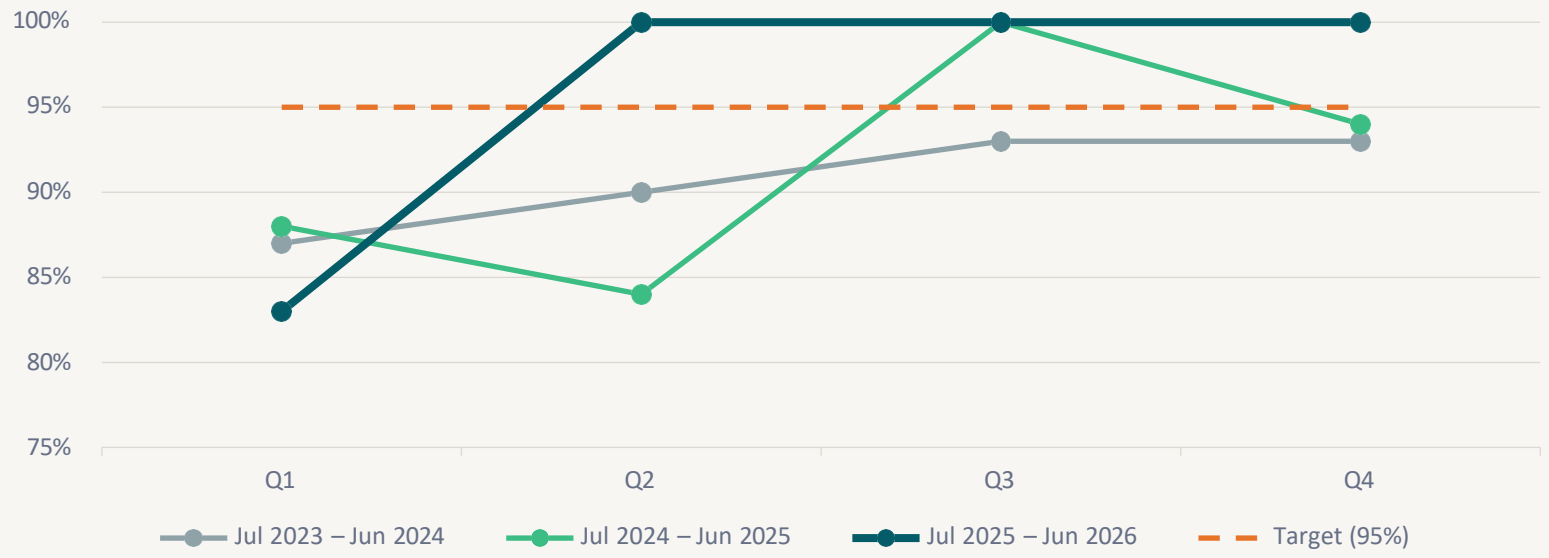
- One missed prescription will cause ESI to miss the PG
  - PG very hard to meet
  - However, we do try to push to meet this metric
  - Our typical PGs offer 100% average in 2 business days
- Reasons a prescription may not meet 2-day turnaround
  - Provider outreach to clarify prescriptions
  - Weather events (impacts shipping partners)
  - Shipping requirements (ice packaging) when there are high temperatures
  - High volume home delivery months

Source: 47787_25_PerformancePenalty_Jul25toJun26.pdf

Member Satisfaction: Jul 2023 – Jun 2026

Nevada PEBP | Quarterly and year-to-date results, three years

Fiscal period	Target	Q1	Q2	Q3	Q4	YTD
Jul 2023 – Jun 2024	95%	87%	90%	93%	93%	**90%**
Jul 2024 – Jun 2025	95%	88%	84%	100%	94%	**91%**
Jul 2025 – Jun 2026	95%	83%	100%	100%	100%	**95%**



Orange = below target.

YTD vs. 95% target

- **Jul 2023 – Jun 2024: 90% (missed)**
- **Jul 2024 – Jun 2025: 91% (missed)**
- **Jul 2025 – Jun 2026: 95% (met)**
- **Up 5 points in YTD over three years**

Source: 47787_30_PerformanceGtee_Jul23toJun24.pdf; 47787_30_PerformanceGtee_Jul24toJun25.pdf; 47787_25_PerformanceGtee_Jul25toJun26.pdf

Member Satisfaction Action Plan

- Improvement over last 3 years
- Met annual survey percentage in 25/26
- Low response rate each year
- Plan design and PEBP changes can impact quarterly and annual results as well as how many responses we receive
- Encourage PEBP utilizers to log on to www.express-scripts.com or mobile app
  - Currently at 35% for website and 19% for mobile app
  - Based on member comments more information is shared timely on web/mobile app:
    - Prior authorization status
    - In-network pharmacies
    - Makes retail to mail conversions easy
    - Cost information available to members in app or online prior to visiting Dr

Source: 47787_25_PerformancePenalty_Jul25toJun26.pdf