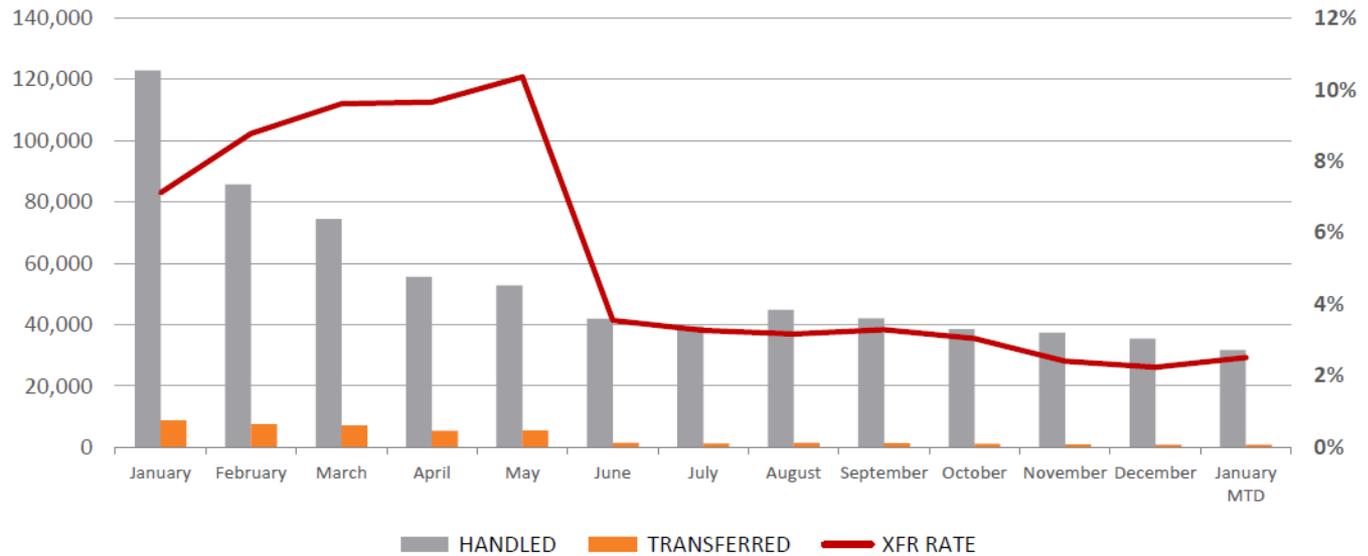


CalPERS Transfer Rates

Jan 2017 through MTD Jan 2018



	Jan 17	Feb 17	Mar 17	Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18 MTD
HANDLED	122,857	85,675	74,442	55,621	52,713	41,973	39,438	44,757	42,089	38,483	37,404	35,393	31,667
TRANSFERRED	8,741	7,517	7,152	5,368	5,459	1,489	1,289	1,418	1,384	1,170	901	792	795
XFR RATE	7.11%	8.77%	9.61%	9.65%	10.36%	3.55%	3.27%	3.17%	3.29%	3.04%	2.41%	2.24%	2.51%

We are seeing sustained improvement to our transferred call rate.

Analysis of Pharmacy Costs With CVS Caremark and OptumRx

	Actual Per Subscriber Cost			Increase	Increase/Decrease
	CVS Caremark		Optum Rx	CVS Caremark	Optum Rx
	CY2015	CY2016	CY2017	CY 2016 Over 2015	CY 2017 Over 2016
HMO	\$75.77	\$89.45	\$90.68	\$13.68	\$1.23
PPO Basic	\$153.64	\$160.95	\$146.64	\$7.31	(\$14.31)
PPO Medicare	\$309.50	\$326.59	\$276.01	\$17.09	(\$50.58)

CVS/Caremark was the PBM for CY2015 and CY2016

OptumRx was the PBM for CY2017

OptumRx Complaints Received at CalPERS (Primarily by Telephone), by Month and Type (Medicare vs. Basic), 2017

