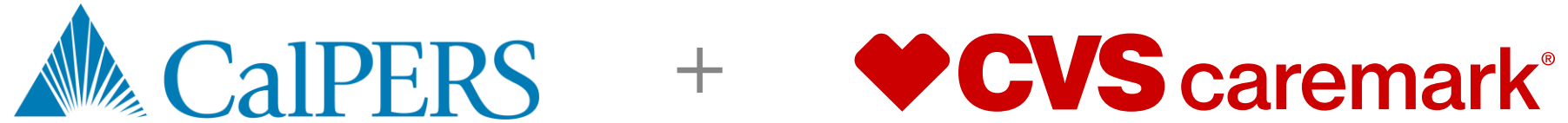




CalPERS Board of Administration Meeting

September 16, 2025





**Working together to deliver
greater quality and affordability
for your members**

We put members first, focusing on key moments and leveraging technology to optimize their experience



Onboarding CalPERS Members

We are committed to delivering an easy transition and experience for your 587,000 members



Guiding principles of our member experience:

Keep members **informed about costs and coverage**, anticipating their questions through **clear, actionable communication**.



Do the heavy lifting to **help make their lives easier**. Work with Optum to move mail and specialty open refills, claims history, and open PAs*.



Guide and support them through any changes they may encounter to their plan or medication well before they arise.



Keep members **on track with their medication** by helping them to **overcome common adherence hurdles**.

* This support eliminates the need for members to have to obtain refills and PAs from their prescriber again.

Full population: pre “go live” experience overview

PRE-ELIGIBILITY INFO SHARED

BENEFITS GO LIVE



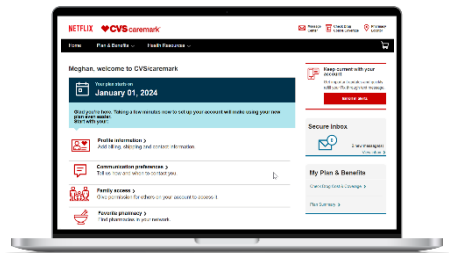
Open Enrollment Website + Webinars



Welcome communication



Early digital access

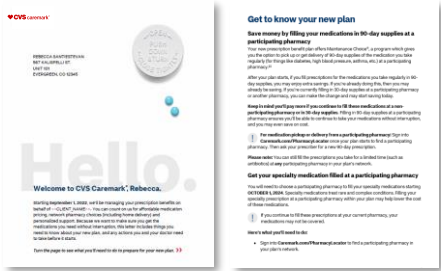


Call center opening

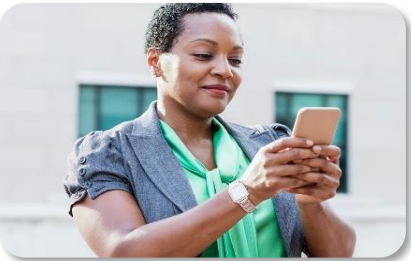


Targeted: Pre and “go live” experience overview

Change notification communication



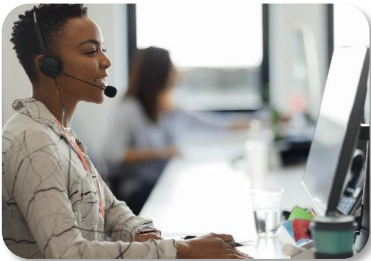
Specialty support



Welcome email series



High-touch outreach



Population Health Management

Shared risk and quality measures
deliver better health outcomes

Annual Cost Trend Guarantee

- Performance guarantees hold CVS Caremark accountable for cost and quality targets
- Provides CalPERS financial predictability and sustainability with overall health program

Clinical Quality Performance Measures

- Blood Pressure control
- Diabetes control
- High risk medication avoidance

Monitored using Caremark's adherence and condition management program capabilities.



Aligning health care affordability with quality and equity

to create a model that can serve as a blueprint
for purchasers across the nation





Legal disclaimers

The source for data in this presentation is CVS Health Enterprise Analytics unless otherwise noted.

All data sharing complies with applicable law, our information firewall and any applicable contractual limitations.

Specialty Expedite is available exclusively for providers who use compatible electronic health record (EHR) systems, including Epic Systems and others that participate in the Carequality Interoperability Framework.

Specialty delivery options are available where allowed by law. In-store pick up is currently not available in Oklahoma. Puerto Rico requires first-fill prescriptions to be transmitted directly to the dispensing specialty pharmacy. Products are dispensed by CVS Specialty and certain services are only accessed by calling CVS Specialty directly. Certain specialty medication may not qualify. Services are also available at Long's Drugs locations.

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