Meet Maya

A new GLP-1 patient starting therapy with support from EnReachRX at her local retail pharmacy

Maya's Needs

Support onboarding

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HEALTH SERVICES

- Support staying adherent
- + Titration guidance and side-effect management



Maya's Journey



Maya is starting GLP-1 medication for the first time. When she arrives at her local pharmacy to pick up her prescription, the system flags that she's part of the EnReachRx program. The pharmacist receives a unique alert and a printed note appears on Maya's medication leaflet.

During pickup, the pharmacist walks Maya through key topics for getting started, including how to use the injection device, how to identify and manage potential side effects, what to do if she misses a dose, and why adherence is critical for longterm success.

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Before she leaves, the pharmacist lets Maya know she should expect a call from a specialized clinical pharmacist. This follow-up will focus on identifying any barriers to adherence, providing additional guidance on titration, and helping Maya stay on track with her therapy.

Finally, the pharmacist directs her to additional educational tools available online for continued support.

Client Benefits

- + Early, structured patient support increases understanding and adherence.
- + Pharmacist-led education and clinical follow-up helps identify and address adherence challenges.
- + Patient is set up for better outcomes.

Meet Denise

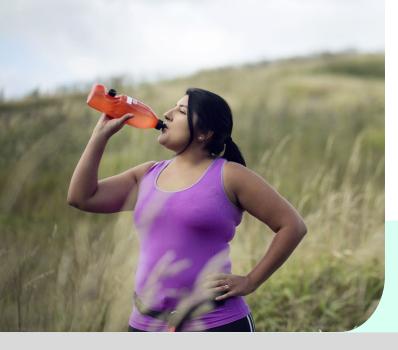
A GLP-1 patient transitioning to maintenance therapy supported by EnReachRx at her local pharmacy

Denise's Needs

- Support staying adherent
- Support managing side-effects
- + End of titration guidance

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Denise's Journey



Denise has completed the titration phase of her GLP-1 therapy and arrives at her retail pharmacy for a refill. At the POS, the pharmacy system flags her as part of the EnReachRx program. 8

The pharmacist checks in during the refill process to confirm that Denise has been moved to a 90-day supply, where appropriate. This helps ensure her therapy remains consistent and aligned with her maintenance plan.

Following the refill, Denise receives outreach from a specialized clinical pharmacist. During the call, the pharmacist reviews her therapy history and checks for any ongoing adherence issues or gaps in care. The pharmacist also asks about side effects and offers mitigation strategies as needed.

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Before ending the conversation, the pharmacist directs Denise to additional educational resources to support her as she continues maintenance therapy.

Client Benefits

- + Patient receives coordinated care across retail and clinical touchpoints, supporting adherence and long-term success.
- + Pharmacist guidance helps ensure proper refill timing, addresses lingering side effects, and provides access to trusted educational tools for continued support.

Meet Carlos

A Type 2 Diabetes patient supported by EnReachRx at his local retail pharmacy

Carlos' Needs

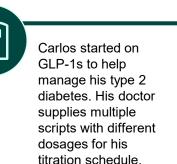
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HEALTH SERVICES

- + Help in managing type 2 diabetes
- + Support staying on a consistent titration path
- + Assistance in managing GLP-1 side effects



Carlos' Journey



He returns to his retail pharmacy for a refill during the titration phase of his GLP-1 therapy. The pharmacy system flags that he's part of the in EnReachRx program.

During the refill interaction, the pharmacist confirms that he's on schedule with his doses and filling as expected. Carlos has ordered his script fills out of sequence, and the pharmacist corrects to the right dosage to keep Carlos sequentially moving through titration.



Carlos receives outreach from a specialized clinical pharmacist who reviews his progress and identifies any potential gaps in care or signs of inconsistent adherence. They talk through the nausea Carlos is experiencing as a side effect and strategies to help manage it.



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During the call, the pharmacist also helps Carlos check his blood sugar levels and encourages him to track his numbers to share with his doctor. Based on his inaccurate refill request, they also discuss dose optimization to ensure Carlos understands how to move through the titration schedule appropriately.

Client Benefits

- + Patient receives targeted pharmacist education on titrating appropriately, avoiding increased side effects, and guidance on managing existing side effects.
- + Coordination between the retail and clinical teams helps catch adherence issues early, guide proper titration, and manage type 2 diabetes.

Evernorth EnGuideSM Pharmacy, Powered by CHD

Meet Rick

A type 2 diabetes patient starting GLP-1 treatment

Rick's Needs

- + Help with managing type 2 diabetes
- + GLP-1 onboarding support
- + Assistance with adherence



Rick's Journey

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Rick's medication journey began after being diagnosed with type 2 diabetes. His doctor electronically submitted multiple prescriptions for a GLP-1 to EnGuide Pharmacy. Each prescription was for a different strength to support titration, which was a source of confusion for Rick. Despite receiving multiple prescriptions, an EnGuide pharmacist was able to identify and dispense the proper starting dose and placed the others on Rick's profile until needed. Rick receives his prescription and welcome materials filled with valuable educational resources about diabetes and GLP-1s. Although Rick received a digital refill reminder, he eventually becomes late to fill, which prompted an outreach from an EnGuide pharmacist. After learning about Rick's difficulties with self-administration, the pharmacist provided helpful counseling and referred the patient to the EnGuide digital library to learn more about proper injection techniques and other GLP-1 considerations.

As Rick's treatment progressed, an EnGuide pharmacist recognized a sporadic filling pattern of lower and higher strengths inconsistent with normal titration. The pharmacist contacted Rick and learned that higher doses were causing significant nausea and abdominal pain. Following counseling, the pharmacist then intervened with his prescriber to modify the titration schedule. Rick's treatment becomes stabilized as he is now able to tolerate the adjusted maintenance dose. With ongoing refill reminders, digital tools and resources, and 24/7 pharmacist availability at his disposal, Rick is able to manage his diabetes with much more confidence.

Client benefits

- + Patient receives targeted pharmacist support, increasing understanding and adherence.
- + Pharmacist engagement contributed to a high level of satisfaction and care.
- + Rick stayed consistent with treatment, avoiding unnecessary costs associated with unmanaged type 2 diabetes.



Meet James

An existing GLP-1 patient supported through long-term use and discontinuation

James' Needs

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- + Support managing side effects
- + Support staying adherent
- + End of titration guidance



James' Journey

James' journey began when a delay in filling his refill triggered a pharmacy alert. A pharmacist reached out and learned that he had been using the medication sporadically due to side effects. The pharmacist guided James on sideeffect management and referred him to the digital library for additional resources.

James consented to a long-term prescription, and the pharmacist contacted the prescriber to obtain the maintenance prescription, enhancing James' adherence. James stabilized on his current dose and maintained consistent use for three months. The pharmacy messaged him with the option to move to a long-term maintenance dose. James ordered another onemonth supply at the same dose. In response, a pharmacist reached out to discuss the option of a three-month supply and encouraged James to enroll in an extended payment plan to help manage costs.

When it was time for a refill, James did not respond to his reminders. A pharmacist conducted a late-to-fill outreach and learned that James and his doctor had decided it was time to discontinue therapy. The pharmacist provided guidance to help him safely titrate off the medication.

Client benefits

- + Improved patient adherence, avoiding unnecessary costs from stop-and-start use. Ongoing pharmacy support enabled successful transition to maintenance dose and safe off-ramping.
- + Consistent pharmacy engagement contributed to a high level of satisfaction and care.

Meet Kim

An existing GLP-1 patient supported through EncircleRx

Kim's Needs

- + Help in meeting weight loss goals
- + Support staying adherent
- + Titration guidance

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Kim's Journey

As part of the EncircleRx program, Kim checks in regularly, submitting weight updates four times a month and engaging with the lifestyle modification program just as often. She also visits the digital library to learn about diet options and muscle-building exercises. After taking the same dose consistently for three months, Kim receives outreach from the pharmacy encouraging her to ask her doctor about switching to a longer-day supply. When Kim runs out of refills, she asks her doctor to send in a new prescription for a long-term maintenance dose. But before she can get a new prescription, she needs to get prior authorization.

Based on her weigh-in history, Kim proves that she's lost 5% of her body weight and receives approval for the new prescription. Kim continues to work with Health Coach to reach her goal weight.

When it's time to submit a refill, Kim doesn't submit a refill request. A pharmacist follows up with a late-to-fill outreach and learns that Kim is ready to stop therapy now that she's reached her goal weight. The pharmacist provides consultative support to Kim in safely managing her longterm therapy goals.

Client benefits

- Pharmacy support with patient adherence.
- + Support with safe long term maintenance goals.
- + Ongoing support and consultations throughout the experience lead to high patient satisfaction.