

## Experience with Pharmacy Drug Benefits and Pharmaceutical Benefit Managers (PBMs): 2024 Employer Survey

### Funded by The Pharmaceutical Care Management Association (PCMA)

### Topline Results

- **Fielded:** 9/5/2024 – 9/30/2024
- **Sample:**
  - **Organization characteristics:**
    - Employers that utilize a PBM for their employee pharmacy benefits
  - **Respondent characteristics:**
    - Has significant influence over the employee benefits selection process, including pharmacy benefits, and participates in the ongoing management of the PBM contract.
- **N:** 691
- **Data Collection Mode:** Web, all devices

#### SCREENER

<i>How many employees does your organization have (across all US locations)?</i>	<i>Percentage</i>	<i>Count</i>
<i>50 or fewer employees</i>	15%	102
<i>51-99 employees</i>	13%	89
<i>100-199 employees</i>	13%	92
<i>200-499 employees</i>	14%	100
<i>500-999 employees</i>	18%	129
<i>1,000-4,999 employees</i>	16%	111
<i>5,000+ employees</i>	10%	73

  

<i>What is the primary funding mechanism your company uses for its medical health insurance program?</i>	<i>Percentage</i>	<i>Count</i>
<i>Fully-insured</i>	84%	580
<i>Self-insured (also known as "self-funded")</i>	10%	68
<i>Level-funded</i>	6%	45

  

<i>How does your organization primarily administer its pharmacy benefits?</i>	<i>Percentage</i>	<i>Count</i>
<i>Through a Pharmacy Benefit Manager (PBM) that we selected directly</i>	44%	301
<i>Through a Pharmacy Benefit Manager (PBM) that was selected for us by our insurer</i>	56%	309

<i>Is your organization's pharmacy benefit carved-in or carved-out of the medical benefit?</i>	<i>Percentage</i>	<i>Count</i>
<i>Carved-in</i>	81%	507
<i>Carved-out</i>	19%	116

  

<i>What is your primary role within your company?</i>	<i>Percentage</i>	<i>Count</i>
<i>Human Resource/Benefits (Chief, VP, Director, Manager)</i>	65%	447
<i>Medical Director (CMO, Sr. Medical Director, etc.)</i>	4%	27
<i>Financial Leadership (CFO, VP, Director, etc.)</i>	13%	93
<i>Product Leadership (VP, Director, etc.)</i>	11%	78
<i>Other</i>	7%	46

  

<i>To what degree are you involved in the decision-making process for selecting employee benefits, including pharmacy benefits?</i>	<i>Percentage</i>	<i>Count</i>
<i>I have primary decision-making authority (e.g., final sign-off)</i>	53%	366
<i>I have significant decision-making authority (e.g., make recommendations, budget allocation, influence on final sign-off)</i>	34%	236
<i>I strongly influence the decision-making process (e.g., lead the research or make recommendations)</i>	13%	89

  

<i>Which pharmacy benefit manager (PBM) company administers your prescription drug program?</i>	<i>Percentage</i>	<i>Count</i>
<i>Abarca Health</i>	1%	7
<i>BeneCard BPF</i>	1%	9
<i>Capital Rx</i>	5%	32
<i>CarelonRx (formerly IngenioRx)</i>	1%	4
<i>CVS Caremark</i>	40%	278
<i>Envolve Pharmacy Solutions</i>	0%	2
<i>Express Scripts/Cigna</i>	11%	76
<i>Humana Pharmacy Solutions</i>	12%	83
<i>Kroger Prescription Plans</i>	2%	16
<i>Maxor Plus</i>	0%	2
<i>MC-Rx (aka ProCare Rx)</i>	0%	2
<i>MedImpact</i>	0%	3
<i>Navitus</i>	0%	2
<i>OptumRx/UnitedHealthcare</i>	16%	109
<i>PerformRx</i>	1%	8
<i>Prime Therapeutics/ MagellanRx Management</i>	1%	8
<i>ProAct</i>	0%	1
<i>RxAdvance</i>	3%	23
<i>ServeYou Rx</i>	1%	4
<i>WellDyneRx</i>	0%	1
<i>A PBM not listed here</i>	3%	21

Percentages may not add up to 100 due to rounding or skipped questions

NET responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

<i>How involved are you in the day-to-day management and oversight of your PBM contract?</i>	<b>Percentage</b>	<b>Count</b>
<i>Very involved</i>	57%	391
<i>Moderately involved</i>	35%	244
<i>Slightly involved</i>	8%	56

**DECISION-MAKING APPROACH FOR DRUG BENEFITS**

<i>Thinking about annual decision-making for benefit categories, how confident do you feel in your organization’s ability to make these decisions correctly? Medical benefits</i>	<b>Percentage</b>	<b>Count</b>
<i>Confident (NET)</i>	97%	672
<i>Very confident</i>	65%	449
<i>Somewhat confident</i>	32%	223
<i>Not confident (NET)</i>	3%	19
<i>Not very confident</i>	3%	18
<i>Not at all confident</i>	0%	1

<i>Thinking about annual decision-making for benefit categories, how confident do you feel in your organization’s ability to make these decisions correctly? Leave benefits</i>	<b>Percentage</b>	<b>Count</b>
<i>Confident (NET)</i>	94%	650
<i>Very confident</i>	55%	378
<i>Somewhat confident</i>	39%	272
<i>Not confident (NET)</i>	5%	35
<i>Not very confident</i>	5%	33
<i>Not at all confident</i>	0%	2
<i>Skipped</i>	1%	6

<i>Thinking about annual decision-making for benefit categories, how confident do you feel in your organization’s ability to make these decisions correctly? Vision benefits</i>	<b>Percentage</b>	<b>Count</b>
<i>Confident (NET)</i>	94%	649
<i>Very confident</i>	60%	412
<i>Somewhat confident</i>	34%	237
<i>Not confident (NET)</i>	5%	33
<i>Not very confident</i>	4%	29
<i>Not at all confident</i>	1%	4
<i>Skipped</i>	1%	9

<i>Thinking about annual decision-making for benefit categories, how confident do you feel in your organization’s ability to make these decisions correctly? Prescription drug benefits</i>	<b>Percentage</b>	<b>Count</b>
<i>Confident (NET)</i>	96%	665

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<b>Very confident</b>	63%	434
<b>Somewhat confident</b>	33%	231
<b>Not confident (NET)</b>	4%	26
<b>Not very confident</b>	4%	25
<b>Not at all confident</b>	0%	1

**Thinking about annual decision-making for benefit categories, how confident do you feel in your organization’s ability to make these decisions correctly? Retirement savings and planning**

	<b>Percentage</b>	<b>Count</b>
<b>Confident (NET)</b>	94%	652
<b>Very confident</b>	55%	382
<b>Somewhat confident</b>	39%	270
<b>Not confident (NET)</b>	5%	35
<b>Not very confident</b>	5%	32
<b>Not at all confident</b>	0%	3
<b>Skipped</b>	1%	4

**When your organization evaluates PBMs for a potential contract, which of the following financial considerations impacts the decision-making process? Please select all that apply.**

	<b>Percentage</b>	<b>Count</b>
<b>The PBM's ability to negotiate discounts from drug manufacturers and generate savings for our organization</b>	59%	66
<b>The PBM's ability to negotiate price concessions from pharmacies and generate savings for our organization</b>	55%	61
<b>The PBM's utilization management offerings for controlling costs (e.g., prior authorization, step therapy)</b>	58%	64
<b>The PBM's ability to manage risk and accurately predict our organization's prescription drug benefit costs</b>	53%	59
<b>The PBM's ability to provide detailed data, reporting, and analytics tools to track drug spending and utilization patterns</b>	56%	62

**When your organization is evaluating different PBM contract options, which of the following factors have an impact on the decision-making process? Please select all that apply.**

	<b>Percentage</b>	<b>Count</b>
<b>Clarity and transparency of contract terms</b>	67%	74
<b>Transparency and reasonableness of administrative fees (claims processing fees, network access fees, etc.)</b>	75%	83
<b>Flexibility to choose between different contract structures (e.g., traditional vs. pass-through)</b>	59%	65
<b>Flexibility to choose between various drug rebate structures</b>	50%	56
<b>Ability to choose how rebates are used</b>	40%	44

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NET responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

<i>When your organization considers partnering with a PBM, how important are the following plan design features in the decision-making process? Access to a wide variety of formulary options, including a diverse selection of drugs at different price points</i>	<b>Percentage</b>	<b>Count</b>
<b>Important (NET)</b>	87%	97
<b>Moderately important</b>	41%	46
<b>Very important</b>	46%	51
<b>Not Important (NET)</b>	13%	13
<b>Not at all important</b>	2%	2
<b>Slightly important</b>	11%	12

<i>When your organization considers partnering with a PBM, how important are the following plan design features in the decision-making process? Flexibility to modify the formulary as needed based on your organization's specific needs and preferences</i>	<b>Percentage</b>	<b>Count</b>
<b>Important (NET)</b>	88%	98
<b>Moderately important</b>	43%	48
<b>Very important</b>	45%	50
<b>Not Important (NET)</b>	12%	13
<b>Not at all important</b>	0%	0
<b>Slightly important</b>	12%	13

<i>When your organization considers partnering with a PBM, how important are the following plan design features in the decision-making process? Ability to choose from a range of employee cost-sharing options (e.g., copays, coinsurance, coinsurance maximums/minimums)</i>	<b>Percentage</b>	<b>Count</b>
<b>Important (NET)</b>	85%	94
<b>Moderately important</b>	37%	41
<b>Very important</b>	48%	53
<b>Not Important (NET)</b>	15%	17
<b>Not at all important</b>	0%	0
<b>Slightly important</b>	15%	17

<i>When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process? Specialty pharmacy services for managing complex, high-cost medications</i>	<b>Percentage</b>	<b>Count</b>
<b>Important (NET)</b>	86%	95
<b>Moderately important</b>	40%	44
<b>Very important</b>	46%	51
<b>Not Important (NET)</b>	14%	16
<b>Not at all important</b>	1%	1
<b>Slightly important</b>	14%	15

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**When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process? Mail-service pharmacy options for convenient prescription delivery**

	Percentage	Count
<b>Important (NET)</b>	73%	81
<b>Moderately important</b>	38%	42
<b>Very important</b>	35%	39
<b>Not Important (NET)</b>	27%	30
<b>Not at all important</b>	2%	2
<b>Slightly important</b>	25%	28

**When your organization considers partnering with a PBM, how important are the following additional services and offerings in the decision-making process? Clinical programs aimed at improving patient health outcomes and medication adherence (e.g., adherence programs, medication therapy management)**

	Percentage	Count
<b>Important (NET)</b>	81%	90
<b>Moderately important</b>	40%	44
<b>Very important</b>	41%	46
<b>Not Important (NET)</b>	19%	21
<b>Not at all important</b>	2%	2
<b>Slightly important</b>	17%	19

**When choosing a PBM, how important are the following factors in your organization's decision-making process, specifically concerning their potential impact on employee satisfaction? A wide network of easily accessible pharmacies for employees**

	Percentage	Count
<b>Important (NET)</b>	90%	100
<b>Moderately important</b>	29%	32
<b>Very important</b>	61%	68
<b>Not Important (NET)</b>	10%	11
<b>Not at all important</b>	1%	1
<b>Slightly important</b>	9%	10

**When choosing a PBM, how important are the following factors in your organization's decision-making process, specifically concerning their potential impact on employee satisfaction? A user-friendly platform with features like online claims processing, prescription refills, and drug information**

	Percentage	Count
<b>Important (NET)</b>	90%	100
<b>Moderately important</b>	46%	51
<b>Very important</b>	44%	49
<b>Not Important (NET)</b>	10%	11

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<b>Not at all important</b>	1%	1
<b>Slightly important</b>	9%	10

**When choosing a PBM, how important are the following factors in your organization's decision-making process, specifically concerning their potential impact on employee satisfaction? A responsive and knowledgeable customer service team to assist employees with medication needs**

	Percentage	Count
<b>Important (NET)</b>	86%	96
<b>Moderately important</b>	29%	32
<b>Very important</b>	58%	64
<b>Not Important (NET)</b>	14%	15
<b>Not at all important</b>	0%	0
<b>Slightly important</b>	14%	15

**When choosing a PBM, how important are the following factors in your organization's decision-making process, specifically concerning their potential impact on employee satisfaction? Ability to provide the lowest costs for employees at the pharmacy counter**

	Percentage	Count
<b>Important (NET)</b>	91%	101
<b>Moderately important</b>	36%	40
<b>Very important</b>	55%	61
<b>Not Important (NET)</b>	9%	10
<b>Not at all important</b>	1%	1
<b>Slightly important</b>	8%	9

**What are your organization's most significant challenges in managing employee pharmacy benefits? Select all that apply.**

	Percentage	Count
<b>Having too many choices</b>	7%	8
<b>Not having enough choices</b>	18%	20
<b>Understanding contract terms</b>	32%	35
<b>Changing employee needs</b>	48%	53
<b>Level of support from brokers</b>	23%	25
<b>Level of understanding among key decision-makers</b>	28%	31
<b>Cost</b>	73%	81
<b>None of the above</b>	7%	8

**Which of the following aspects related to PBM contracting would you like to understand better? Select all that apply.**

	Percentage	Count
<b>Options and flexibility available when designing my organization's prescription drug benefit plan (e.g., formulary options, tiers placement)</b>	56%	62
<b>Different contracting approaches and their potential impact on managing and predicting prescription drug spending</b>	46%	51

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<i>Clinical services offered by PBMs and their potential effects on employee health and overall medical costs</i>	40%	44
<i>Information on how to evaluate my organization’s drug spending and understanding the impact of PBMs on costs</i>	41%	45
<i>How PBMs establish drug pricing and manage rebates</i>	59%	65
<i>None of the above</i>	3%	3

**CURRENT PBM CONTRACT**

<i>Which type of contract does your organization primarily use with its current PBM?</i>	<i>Percentage</i>	<i>Count</i>
<i>Traditional PBM contract (i.e., risk-mitigation model)</i>	73%	501
<i>Pass-through contract</i>	25%	173
<i>Not sure</i>	2%	17

  

<i>How long has your organization been working with its current PBM?</i>	<i>Percentage</i>	<i>Count</i>
<i>Less than 1 year</i>	1%	10
<i>1-3 years</i>	27%	185
<i>4-6 years</i>	41%	281
<i>7-10 years</i>	18%	123
<i>More than 10 years</i>	12%	80
<i>Not sure</i>	2%	12

**REBATES**

<i>Does your organization receive rebates from its PBM?</i>	<i>Percentage</i>	<i>Count</i>
<i>Yes</i>	57%	396
<i>No</i>	32%	222
<i>Not sure</i>	11%	73

  

<i>Which type of rebate arrangement does your organization have with its PBM?</i>	<i>Percentage</i>	<i>Count</i>
<i>Flat dollar guaranteed amount</i>	23%	90
<i>Percentage share of rebates, no guarantee</i>	33%	131
<i>Percentage share of rebates, minimum guarantee</i>	30%	119
<i>100% of rebates, no guarantee</i>	7%	29
<i>100% of rebates, minimum guarantee</i>	5%	21
<i>Not sure</i>	2%	6

  

<i>How did your organization allocate the rebates received from its PBM last plan year? Select all that apply.</i>	<i>Percentage</i>	<i>Count</i>
<i>Adjusted employee costs for prescription drug benefits and/or health care coverage</i>	46%	180

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<b>Modified prescription drug benefit and/or overall health care insurance coverage offered to employees</b>	39%	153
<b>Invested in health and wellness offerings for employees (e.g. gym memberships, smoking cessation programs, etc.)</b>	41%	163
<b>Applied towards the organization's costs associated with providing prescription drug benefits and/or health care coverage for employees</b>	43%	170
<b>Utilized for other organizational initiatives outside of health insurance or health and wellness benefits</b>	15%	61
<b>Other</b>	1%	3
<b>Not sure</b>	0%	1

**How did your organization adjust employee costs using the rebates received from its PBM? Select all that apply.**

	<b>Percentage</b>	<b>Count</b>
<b>Reduced employee premium contributions for health insurance</b>	59%	106
<b>Lowered copayments for prescription drugs</b>	48%	87
<b>Decreased coinsurance rates for prescription drugs</b>	33%	59
<b>Reduced or eliminated deductibles for prescription drug coverage</b>	29%	53
<b>Implemented an out-of-pocket maximum specifically for prescription drugs</b>	28%	50
<b>Offered additional cost-sharing reductions for certain high-cost or specialty medications</b>	26%	47
<b>Provided direct rebates or cash incentives to employees who use preferred drugs</b>	18%	33

**Do you believe rebates are an effective way to distribute savings to employers and their employees?**

	<b>Percentage</b>	<b>Count</b>
<b>Yes</b>	76%	525
<b>No</b>	11%	78
<b>Not sure</b>	13%	88

**Which of the following arrangements would you prefer to reduce your annual drug benefit costs?**

	<b>Percentage</b>	<b>Count</b>
<b>Higher retrospective reimbursement (e.g., higher rebates)</b>	15%	102
<b>Lower upfront costs (e.g., reduced premiums)</b>	38%	266
<b>Lower patient out of pocket cost (e.g., what they pay at the pharmacy)</b>	47%	323

### **SATISFACTION WITH CURRENT PBM**

**Has your organization switched PBMs within the last two plan years?**

	<b>Percentage</b>	<b>Count</b>
<b>Yes, we made the decision to switch for ourselves</b>	18%	122
<b>Yes, our insurance plan made the decision to switch for us</b>	15%	103
<b>No, we considered it but did not ultimately decide to change</b>	24%	167

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<b>No, we considered it but our insurance plan decided to maintain our current PBM</b>	16%	114
<b>No, we did not consider it</b>	26%	180
<b>Not sure</b>	1%	5

**How much did the following factors influence the decision to switch PBMs? Our new PBM's ability to reduce our annual drug benefit costs**

	<b>Percentage</b>	<b>Count</b>
<b>Very influential</b>	49%	60
<b>Moderately influential</b>	33%	40
<b>Somewhat influential</b>	13%	16
<b>Not influential at all</b>	5%	6

**How much did the following factors influence the decision to switch PBMs? Our new PBM's ability to provide a wider selection or different types of medications on our formulary**

	<b>Percentage</b>	<b>Count</b>
<b>Very influential</b>	50%	61
<b>Moderately influential</b>	33%	40
<b>Somewhat influential</b>	12%	15
<b>Not influential at all</b>	5%	6

**How much did the following factors influence the decision to switch PBMs? The desire to simplify administrative processes related to drug benefits**

	<b>Percentage</b>	<b>Count</b>
<b>Very influential</b>	44%	54
<b>Moderately influential</b>	30%	37
<b>Somewhat influential</b>	21%	26
<b>Not influential at all</b>	4%	5

**How much did the following factors influence the decision to switch PBMs? The need to better coordinate our drug benefits with our medical insurance coverage (e.g., due to a change in medical insurance)**

	<b>Percentage</b>	<b>Count</b>
<b>Very influential</b>	39%	47
<b>Moderately influential</b>	40%	49
<b>Somewhat influential</b>	17%	21
<b>Not influential at all</b>	4%	5

**How much did the following factors influence the decision to stay with your pre-existing PBM? The potential benefits of switching to another PBM were perceived as minimal**

	<b>Percentage</b>	<b>Count</b>
<b>Very influential</b>	27%	45
<b>Moderately influential</b>	42%	70
<b>Somewhat influential</b>	27%	45
<b>Not influential at all</b>	4%	7

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<i>How much did the following factors influence the decision to stay with your pre-existing PBM? Our medical plan mandates the use of a specific PBM</i>	<b>Percentage</b>	<b>Count</b>
<i>Very influential</i>	18%	30
<i>Moderately influential</i>	32%	53
<i>Somewhat influential</i>	34%	57
<i>Not influential at all</i>	16%	27

  

<i>How much did the following factors influence the decision to stay with your pre-existing PBM? Our medical plan mandates the use of a specific PBM</i>	<b>Percentage</b>	<b>Count</b>
<i>Very influential</i>	18%	30
<i>Moderately influential</i>	32%	53
<i>Somewhat influential</i>	34%	57
<i>Not influential at all</i>	16%	27

  

<i>How much did the following factors influence the decision to stay with your pre-existing PBM? We are not familiar with other PBM options available in the market</i>	<b>Percentage</b>	<b>Count</b>
<i>Very influential</i>	8%	13
<i>Moderately influential</i>	28%	46
<i>Somewhat influential</i>	35%	59
<i>Not influential at all</i>	29%	49

  

<i>How does the cost of your organization’s PBM compare to the savings, or value, it provides?</i>	<b>Percentage</b>	<b>Count</b>
<i>The organization pays the PBM more than the savings the organization achieves by working with them</i>	25%	175
<i>The organization pays the PBM less than the savings the organization achieves by working with them</i>	31%	213
<i>The amount the organization pays the PBM roughly equals the savings the organization achieves by working with them</i>	39%	270
<i>Not sure</i>	5%	33

  

<i>How would you describe changes in PBM pricing over the least two plan years?</i>	<b>Percentage</b>	<b>Count</b>
<i>PBMs are offering more competitive pricing and concessions now than in the past</i>	43%	299
<i>PBMs are offering less competitive pricing and concessions now than in the past</i>	31%	213
<i>PBM pricing and concessions have remained largely unchanged.</i>	24%	164
<i>Not sure</i>	2%	15

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NET responses are a cumulative representation of multiple related answer categories, providing a consolidated percentage that illustrates a broader trend or overall sentiment among respondents towards a specific question.

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas? PBMs' ability to negotiate discounts from drug manufacturers and generate savings for our organization**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	<b>86%</b>	<b>592</b>
<b>Very satisfied</b>	41%	282
<b>Somewhat satisfied</b>	45%	310
<b>Dissatisfied (NET)</b>	11%	74
<b>Somewhat dissatisfied</b>	9%	60
<b>Very dissatisfied</b>	2%	14
<b>Not applicable</b>	3%	21

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas? PBMs' ability to negotiate price concessions from pharmacies and generate savings for our organization**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	<b>83%</b>	<b>575</b>
<b>Very satisfied</b>	40%	278
<b>Somewhat satisfied</b>	43%	297
<b>Dissatisfied (NET)</b>	12%	84
<b>Somewhat dissatisfied</b>	11%	76
<b>Very dissatisfied</b>	1%	8
<b>Not applicable</b>	4%	28

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas? PBMs' utilization management offerings for controlling costs (e.g., prior authorization, step therapy)**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	<b>85%</b>	<b>585</b>
<b>Very satisfied</b>	42%	287
<b>Somewhat satisfied</b>	43%	298
<b>Dissatisfied (NET)</b>	12%	82
<b>Somewhat dissatisfied</b>	10%	68
<b>Very dissatisfied</b>	2%	14
<b>Not applicable</b>	3%	20

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas? PBMs' ability to manage risk and accurately predict our organization's prescription drug benefit costs**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	<b>87%</b>	<b>604</b>
<b>Very satisfied</b>	44%	299
<b>Somewhat satisfied</b>	44%	305
<b>Dissatisfied (NET)</b>	8%	56

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<b>Somewhat dissatisfied</b>	7%	50
<b>Very dissatisfied</b>	1%	6
<b>Not applicable</b>	4%	27

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their performance in the following financial areas? PBMs' ability to provide detailed data, reporting, and analytics tools to track drug spending and utilization patterns**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	87%	602
<b>Very satisfied</b>	48%	331
<b>Somewhat satisfied</b>	39%	271
<b>Dissatisfied (NET)</b>	8%	57
<b>Somewhat dissatisfied</b>	6%	44
<b>Very dissatisfied</b>	2%	13
<b>Not applicable</b>	4%	28

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process? Clarity and transparency of contract terms**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	90%	620
<b>Very satisfied</b>	54%	367
<b>Somewhat satisfied</b>	37%	253
<b>Dissatisfied (NET)</b>	7%	49
<b>Somewhat dissatisfied</b>	6%	41
<b>Very dissatisfied</b>	1%	8
<b>Not applicable</b>	2%	14

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process? Transparency and fairness of administrative fees**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	88%	608
<b>Very satisfied</b>	49%	334
<b>Somewhat satisfied</b>	40%	274
<b>Dissatisfied (NET)</b>	9%	63
<b>Somewhat dissatisfied</b>	8%	55
<b>Very dissatisfied</b>	1%	8
<b>Not applicable</b>	2%	12

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process? Flexibility to choose between different contract structures (e.g., traditional vs. pass-through)**

	<b>Percentage</b>	<b>Count</b>
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<b>Satisfied (NET)</b>	86%	595
<b>Very satisfied</b>	43%	295
<b>Somewhat satisfied</b>	44%	300
<b>Dissatisfied (NET)</b>	8%	54
<b>Somewhat dissatisfied</b>	6%	42
<b>Very dissatisfied</b>	2%	12
<b>Not applicable</b>	5%	34

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process? Flexibility to choose between various drug rebate contracting structures**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	81%	563
<b>Very satisfied</b>	43%	293
<b>Somewhat satisfied</b>	40%	270
<b>Dissatisfied (NET)</b>	11%	75
<b>Somewhat dissatisfied</b>	9%	63
<b>Very dissatisfied</b>	2%	12
<b>Not applicable</b>	7%	45

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following aspects of the PBM contracting process? Ability to choose how rebates are used**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	78%	537
<b>Very satisfied</b>	44%	301
<b>Somewhat satisfied</b>	35%	236
<b>Dissatisfied (NET)</b>	10%	72
<b>Somewhat dissatisfied</b>	9%	59
<b>Very dissatisfied</b>	2%	13
<b>Not applicable</b>	11%	74

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their ability to offer the following plan design features? Access to a wide variety of formulary options**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	89%	617
<b>Very satisfied</b>	49%	333
<b>Somewhat satisfied</b>	42%	284
<b>Dissatisfied (NET)</b>	7%	47
<b>Somewhat dissatisfied</b>	6%	41
<b>Very dissatisfied</b>	1%	6
<b>Not applicable</b>	3%	19

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**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their ability to offer the following plan design features? Flexibility to modify the formulary as needed**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	84%	583
<b>Very satisfied</b>	46%	313
<b>Somewhat satisfied</b>	40%	270
<b>Dissatisfied (NET)</b>	11%	78
<b>Somewhat dissatisfied</b>	10%	66
<b>Very dissatisfied</b>	2%	12
<b>Not applicable</b>	3%	22

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with their ability to offer the following plan design features? Range of employee cost-sharing options**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	87%	603
<b>Very satisfied</b>	47%	327
<b>Somewhat satisfied</b>	40%	276
<b>Dissatisfied (NET)</b>	9%	61
<b>Somewhat dissatisfied</b>	8%	55
<b>Very dissatisfied</b>	1%	6
<b>Not applicable</b>	3%	19

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services? Specialty pharmacy services**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	89%	614
<b>Very satisfied</b>	49%	339
<b>Somewhat satisfied</b>	40%	275
<b>Dissatisfied (NET)</b>	6%	42
<b>Somewhat dissatisfied</b>	5%	38
<b>Very dissatisfied</b>	1%	4
<b>Not applicable</b>	4%	27
<b>Skipped</b>	1%	8

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services? Mail-service pharmacy options**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	86%	597
<b>Very satisfied</b>	53%	365
<b>Somewhat satisfied</b>	34%	232
<b>Dissatisfied (NET)</b>	6%	41
<b>Somewhat dissatisfied</b>	5%	35

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<b>Very dissatisfied</b>	1%	6
<b>Not applicable</b>	7%	45
<b>Skipped</b>	1%	8

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services? Clinical programs for improving health outcomes**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	85%	584
<b>Very satisfied</b>	45%	314
<b>Somewhat satisfied</b>	39%	270
<b>Dissatisfied (NET)</b>	8%	55
<b>Somewhat dissatisfied</b>	7%	46
<b>Very dissatisfied</b>	1%	9
<b>Not applicable</b>	6%	44
<b>Skipped</b>	1%	8

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services? Network of easily accessible pharmacies**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	93%	643
<b>Very satisfied</b>	61%	419
<b>Somewhat satisfied</b>	32%	224
<b>Dissatisfied (NET)</b>	5%	32
<b>Somewhat dissatisfied</b>	4%	27
<b>Very dissatisfied</b>	1%	5
<b>Not applicable</b>	1%	6
<b>Skipped</b>	1%	10

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services? User-friendly platform (online claims, refills, drug info)**

	<b>Percentage</b>	<b>Count</b>
<b>Satisfied (NET)</b>	91%	631
<b>Very satisfied</b>	59%	408
<b>Somewhat satisfied</b>	32%	223
<b>Dissatisfied (NET)</b>	5%	37
<b>Somewhat dissatisfied</b>	4%	25
<b>Very dissatisfied</b>	2%	12
<b>Not applicable</b>	2%	13
<b>Skipped</b>	1%	10

**Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services? Ability to provide the lowest costs for employees at the pharmacy counter**

<b>Satisfied (NET)</b>	88%	605
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<b>Very satisfied</b>	45%	308
<b>Somewhat satisfied</b>	43%	297
<b>Dissatisfied (NET)</b>	10%	68
<b>Somewhat dissatisfied</b>	9%	59
<b>Very dissatisfied</b>	1%	9
<b>Not applicable</b>	1%	8
<b>Skipped</b>	1%	10
<b>Based on your organization's experience with PBMs over the last two plan years, how satisfied are you with the following services?</b>	Percentage	Count
<b>Responsive and knowledgeable customer service team</b>		
<b>Satisfied (NET)</b>	92%	637
<b>Very satisfied</b>	54%	374
<b>Somewhat satisfied</b>	38%	263
<b>Dissatisfied (NET)</b>	5%	37
<b>Somewhat dissatisfied</b>	4%	29
<b>Very dissatisfied</b>	1%	8
<b>Not applicable</b>	1%	7
<b>Skipped</b>	1%	10

**DEMOGRAPHICS**

<b>Where is your organization's headquarters?</b>	<b>Percentage</b>	<b>Count</b>
<b>Alabama</b>	2%	12
<b>Alaska</b>	0%	3
<b>Arizona</b>	1%	10
<b>Arkansas</b>	1%	5
<b>California</b>	10%	66
<b>Colorado</b>	1%	9
<b>Connecticut</b>	2%	11
<b>Delaware</b>	0%	1
<b>Florida</b>	7%	47
<b>Georgia</b>	3%	20
<b>Hawaii</b>	0%	2
<b>Idaho</b>	0%	1
<b>Illinois</b>	4%	29
<b>Indiana</b>	1%	10
<b>Iowa</b>	0%	2
<b>Kansas</b>	1%	6
<b>Kentucky</b>	1%	5
<b>Louisiana</b>	1%	10
<b>Maine</b>	0%	2
<b>Maryland</b>	3%	20
<b>Massachusetts</b>	3%	23
<b>Michigan</b>	3%	21

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<b>Minnesota</b>	1%	9
<b>Mississippi</b>	1%	5
<b>Missouri</b>	2%	11
<b>Montana</b>	0%	3
<b>Nebraska</b>	0%	2
<b>Nevada</b>	1%	6
<b>New Jersey</b>	4%	28
<b>New Mexico</b>	0%	2
<b>New York</b>	9%	63
<b>North Carolina</b>	2%	14
<b>Ohio</b>	3%	23
<b>Oklahoma</b>	1%	5
<b>Oregon</b>	1%	7
<b>Pennsylvania</b>	5%	37
<b>Rhode Island</b>	0%	3
<b>South Carolina</b>	2%	12
<b>South Dakota</b>	0%	1
<b>Tennessee</b>	2%	16
<b>Texas</b>	10%	72
<b>Utah</b>	1%	6
<b>Virginia</b>	2%	15
<b>Washington</b>	2%	14
<b>West Virginia</b>	0%	3
<b>Wisconsin</b>	1%	7
<b>Wyoming</b>	0%	1
<b>District of Columbia</b>	0%	1
<b>Skipped</b>	1%	10

<b>Which industry best describes the type of work your organization does?</b>	<b>Percentage</b>	<b>Count</b>
<b>Agriculture and Natural Resources</b>	1%	9
<b>Arts, Media, Fashion and Entertainment</b>	1%	8
<b>Building and Construction</b>	9%	60
<b>Business and Finance</b>	13%	89
<b>Education, Child Development, and Family Services</b>	8%	53
<b>Energy, Environment, and Utilities</b>	2%	11
<b>Engineering</b>	1%	4
<b>Health Science and Medical Technology</b>	14%	96
<b>Hospitality, Tourism, and Recreation</b>	4%	31
<b>Information and Communication Technology</b>	9%	64
<b>Manufacturing and Product Development</b>	11%	73
<b>Marketing, Sales, and Service</b>	4%	29
<b>Public Services</b>	5%	33
<b>Transportation</b>	3%	18

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<b>Other</b>	15%	102
<b>Skipped</b>	2%	11
<b>Do you use a consultant or advisor to help with PBM contract negotiations?</b>		
<b>Yes</b>	61%	422
<b>No</b>	37%	258
<b>Skipped</b>	2%	11
<b>How does your consultant or advisor assist with PBM contract negotiations?</b>		
<b>Provides market insights and benchmarking data</b>	55%	233
<b>Evaluates PBM proposals and recommends the best options</b>	52%	218
<b>Analyzes and interprets complex contract terms</b>	51%	216
<b>Helps identify potential cost-saving opportunities</b>	48%	201
<b>Directly participates in negotiations with PBMs</b>	45%	192
<b>Assists in developing negotiation strategies</b>	41%	172
<b>Provides support in resolving disputes with the PBM</b>	35%	147
<b>Assists with the implementation of the new contract</b>	30%	127
<b>Ensures contract language aligns with industry best practices</b>	30%	125
<b>Assists in drafting and reviewing the Request for Proposal (RFP)</b>	28%	118
<b>Provides guidance on performance guarantees and service level agreements</b>	27%	116
<b>Conducts ongoing monitoring and auditing of PBM performance</b>	27%	113
<b>Offers education and training on PBM contracting best practices</b>	23%	96
<b>Facilitates comparisons of proposals from multiple PBMs</b>	20%	86
<b>Other</b>	0%	2
<b>Which of the following statements best describes how long you have been working with your current PBM consultant or advisor?</b>		
<b>We use a different consultant or advisor every plan year</b>	10%	44
<b>We have used the same consultant or advisor for less than two plan years</b>	36%	152
<b>We have used the same consultant or advisor for greater than two plan years, but less than five plan years</b>	32%	135
<b>We have used the same consultant or advisor for more than five plan years</b>	21%	90
<b>Skipped</b>	0%	1

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