



## Providing Personalized Service and Client Experiences

BeneCard PBF is committed to providing our DVHCC clients with dependable account management and support. At every level of our company, we are passionate about serving our clients and members. With an extensive history in serving union groups, BeneCard PBF understands what is important and is focused on meeting your needs. Together, we will work to improve member wellness and ensure your plan is managed to support your goals.

### Client Service Delivery Model Elements:

- Executive oversight for each account with access to senior management
- Team of experienced account management professionals
- Proactive and consultative support to identify appropriate strategies to meet goals
- Extensive and customizable reporting and analytics
- Access to online client portal
- Plan design modeling
- Predictive recommendations

### Member Service Delivery Model Elements:

- Access to member service representatives 24 hours a day, 7 days a week, 365 days a year
- Ability to interact with pharmacists for member consultation 24 hours a day, 7 days a week, 365 days a year
- Free, online member portal with access to:
  - Plan design and coverage details
  - My Pharmacy Finder Tool
  - Drug pricing quotes for best value
  - Patient safety information including drug images and alerts
  - Mail order prescription refills and status alerts
  - Formulary review
  - Mobile access for members on the go

Providing great service requires a culture that is solely driven by our clients' goals. BeneCard PBF understands that our success is directly linked to our ability to deliver our commitments to our clients. By aligning the mutual interests of our clients, our network pharmacies and the patients we focus on improving health while lowering costs.

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*BeneCard PBF provides self-funded prescription benefit program administration with a Client First approach. The transparent business model performs on a customized claim processing system offering unlimited capability and flexibility to respond to client needs in an evolving marketplace. The mission of BeneCard PBF is to improve patient health by aligning the mutual interests of payers, pharmacies and providers.*