



Advancing pharmacy benefits for New Mexico communities.

October 24, 2024



The Rightway PBM.

OUR ROOTS



SCOTT MUSIAL

Chief Pharmacy Officer,
General Manager

- + Rightway's PBM was designed by a rural pharmacist / pharmacy owner.
- + Built to establish fair practices across the entire pharmacy ecosystem: plan sponsors, patients, pharmacists, and providers.
- + Built a team with deep experience in Medicare, Medicaid, and serving complex populations.
- + Already fully compliant with all FTC inquisition and proposed regulation.
- + No other PBM delivers the rich member experience Rightway can.

**TOTAL
CLIENTS**
1,500+

**MEMBERS ON
PLATFORM**
2M+

**NET PROMOTER
SCORE**
+70

**YEAR
FOUNDED**
2017

SELECTED CLIENTS

**BON SECOURS
MERCY HEALTH**



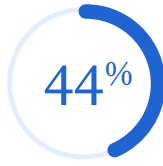
Traditional PBMs have left New Mexicans behind.



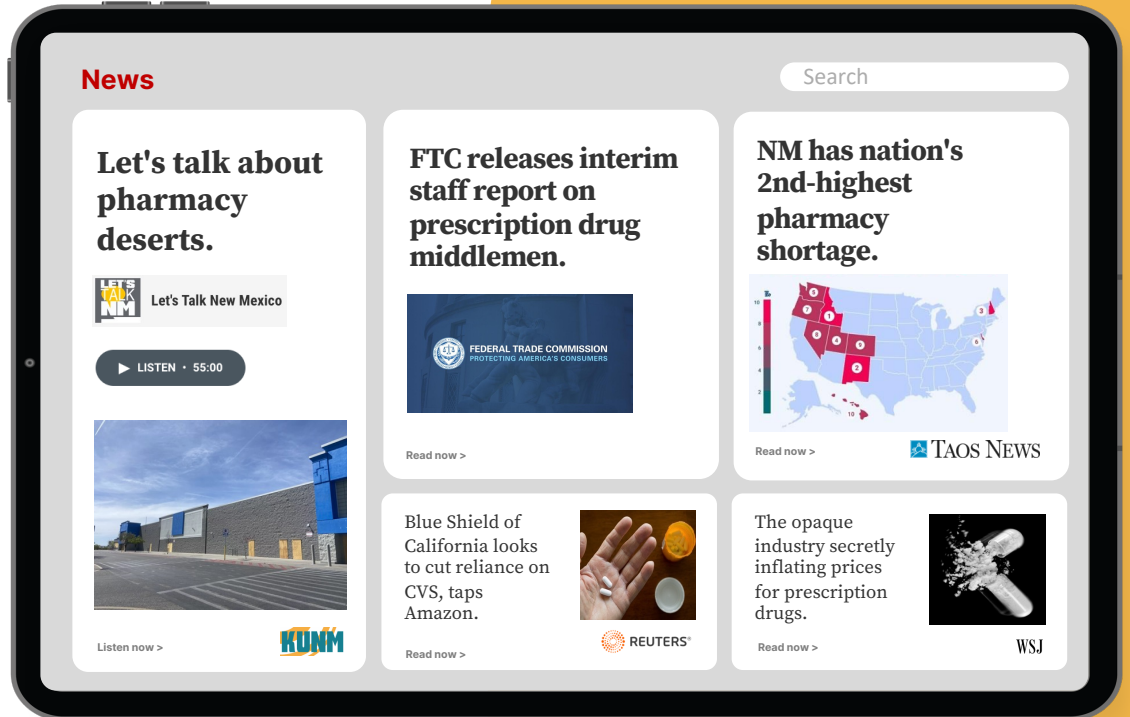
of New Mexicans live in rural areas with limited access to pharmacies.



of New Mexicans report being concerned about drug costs.



of New Mexicans skip or don't fill prescriptions due to cost.



Our goals for the State of New Mexico.



01

**HEALTHIER, HAPPIER
COMMUNITIES**



02

**LOCAL JOB
CREATION**



03

**IMPROVED FINANCIALS –
SAVINGS & REVENUE**



Rightway rebuilt
pharmacy benefits
management.

R_x

A PRESCRIPTION
FOR NEW MEXICO

1. Complete financial alignment and total spend guarantee.
2. Game-changing pharmacy member services model.
3. Modern technology framework enables customization and speed to market.

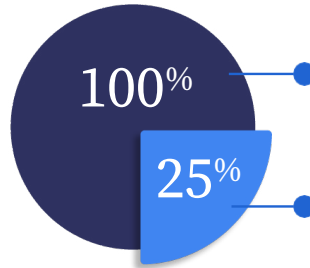


Pharmacy "Triple Aim"

Unmatched care for *all* New Mexicans.

Clinical experts transform the pharmacy experience.

- + Members get the same level of high-quality service by phone or via the app.
- + Expert care from a licensed healthcare professional creates a lifeline for underserved populations.
- + Concierge clinical guidance drives behavior change and improves drug management.
- + Care teams always go the last mile, taking the burden off New Mexicans.



Of care team are clinical pharmacists and pharmacy techs.

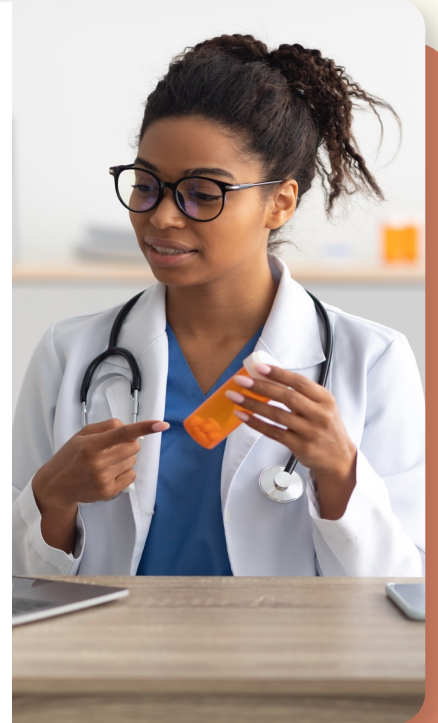
Of member interactions include a clinical pharmacist.

LEADING METRICS

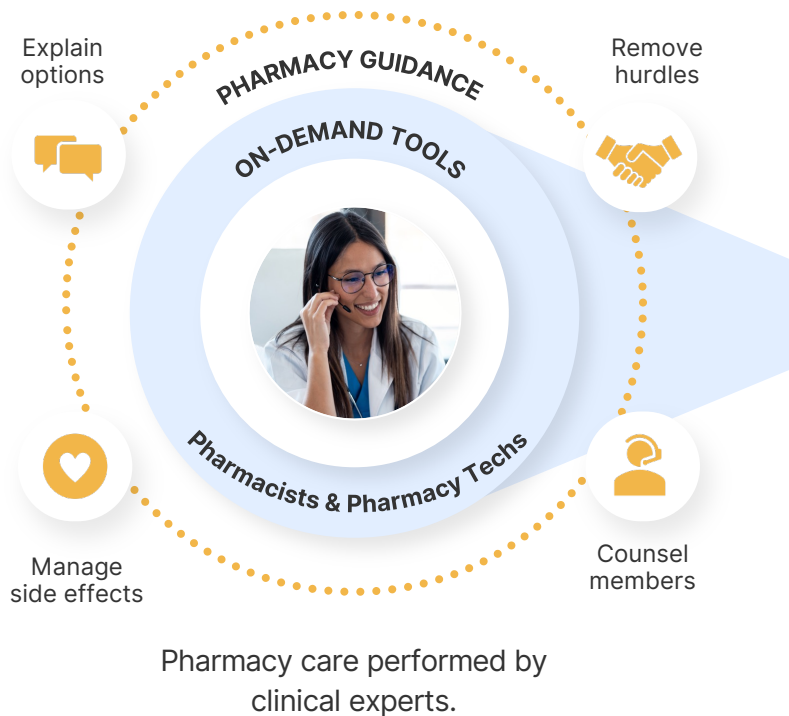
17 Average speed of answer.
SEC

+70 Member net promoter score.

"My son just passed away, and I also now have custody of my 5 year old grandson. You have no idea how much I appreciate you. You have a friend for life. 🙏"



First-of-its kind support model for rural populations.



Parity between phone and app experience.

- + Members without broadband access get the same quality of care.
- + Ability to schedule appointment for a time with broadband access.

Enabling all populations to get the best pharmacy care.

- + Multi-lingual support, including for Spanish and tribal languages.
- + Members develop ongoing trusted relationships with a medical professional in their community.

Close collaboration with community leaders.

- + Partnership with Native American community leaders, with a commitment to long-term impact.
- + Rightway to put fees at risk to guarantee success of programs.

Protect New Mexico's precious financial resources.

Pharmacies closing and going out of business.

2nd highest pharmacy shortage.
(e.g. Del Norte pharmacy closure.)

Out-of-state call center operations.

Jobs that could be in New Mexico.

Mail-order and specialty meds shipped in from out-of-state.

No in-state pharmacy delivery with traditional PBMs.

SOLUTION

- + Leverage New Mexico's industry-leading pharmacy scope of practice to drive value.
- + Partner with local pharmacies to improve access in underserved areas.
- + Pay pharmacies sustainable dispensing fees.

SOLUTION

- + Open a new, local Rightway support center that will create jobs in NM.
- + Partner with UNM to train and employ local pharmacists and pharmacy technicians.

SOLUTION

- + Utilize in-state pharmacies (local pharmacies who deliver, UNM & Presbyterian specialty pharmacies, etc.).
- + Not drive traffic away from local pharmacies to support PBM profits.



VISION 2027

To build an ecosystem that empowers local pharmacies, creates in-state jobs, retains pharmacy dollars within New Mexico, and, most importantly, ensures every New Mexican has access to a healthcare expert.