



Many voices, one purpose

2023 CORPORATE SOCIAL RESPONSIBILITY REPORT



Uniting through common values

COMMITTING TO OUR SOCIAL RESPONSIBILITY

From our director of diversity, equity and inclusion

At Prime Therapeutics/Magellan Rx (Prime/Magellan Rx), our strength lies not only in our growing representation of diverse voices, but also in our commitment to accountability and progress. We remain dedicated to diversity, equity and inclusion (DEI) work by implementing inclusive organizational policies, addressing diversity gaps and creating a unified culture.

We have a responsibility to not only our employees but also the people we serve outside of our organization — our customers, partners, members and the communities where we live and work. That is why this marks our inaugural corporate social responsibility report, an evolution of our previous DEI transparency reports.

Sharing this report is a key step in our efforts to demonstrate transparency and remain accountable as we continue on our journey. Though we embrace our responsibility through our purpose, our cultural commitments and our everyday work, we cannot do this work in a silo; we welcome outside accountability and perspectives. I look forward to our continued work as a united team to find our path, keep growing and fundamentally strengthen our culture and the value we bring to all our partners and the communities we are privileged to serve.

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Zabrina Watkins

Director, Diversity, Equity and Inclusion

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Building a brighter future

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STAYING ENGAGED THROUGH CHANGE

From our executive sponsors

As an integrated pharmacy solutions company, Prime/Magellan Rx is working to serve 92 million members across the country with one purpose: To reimagine pharmacy management to provide the same care we would want for our loved ones.

This purpose fuels our culture and extends to providing our employees with that same care. We value our employees for all they bring to work each day, including their unique backgrounds, perspectives, skills, experiences and other qualities. As Prime/Magellan Rx’s DEI executive sponsors, we’re focused on these key values as we work to develop new combined cultural strengths for our integrated enterprise.

We’re pleased that we’ve seen an increase in diversity across our workforce since publishing previous reports. And although there’s more work to do, we’re proud of our employees, work culture, shared values and how far we’ve come.

We remain dedicated to continued DEI championship, fostering an environment focused on building connections, collaboration and meaningful work experiences. We combine this focus with a deep commitment to social responsibility. And we pledge to set the standard for ethics, integrity and transparency by listening to all voices as we work to create our future together.



Erin Feigal
SVP and Chief
Human Resources
Officer



Mostafa Kamal
President and CEO



Mike Kolar
SVP, General Counsel
and Secretary to
Board of Directors

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CONNECTING TO OUR VALUES

Our purpose and DEI mission and vision

PURPOSE

Reimagine pharmacy management to provide the same care we would want for our loved ones.

DEI MISSION

Champion diversity and inclusion awareness, initiatives, communication, outreach and events at Prime/Magellan Rx to foster strong employee engagement and business success and reflect the communities in which we live and the people we serve.

DEI VISION

Diversity and inclusion efforts are seen, heard and felt throughout Prime/Magellan Rx, and these positive outward actions become part of our DNA as an organization.



ALIGNING ON THE WORDS WE USE

To live out our values and communicate in ways that make people feel seen and heard, it's crucial that we understand the words we're using. Here we share some key definitions, helping us align on our DEI efforts and clarifying how we connect to one another.

Radical welcomeness

Our Diversity & Inclusion (D&I) Council's aim is to create a culture of inclusion by embracing radical welcomeness. To fully understand this term, let's break down the words:

RADICAL: At all costs, prominent, life changing

WELCOMENESS: To receive others gladly into one's presence

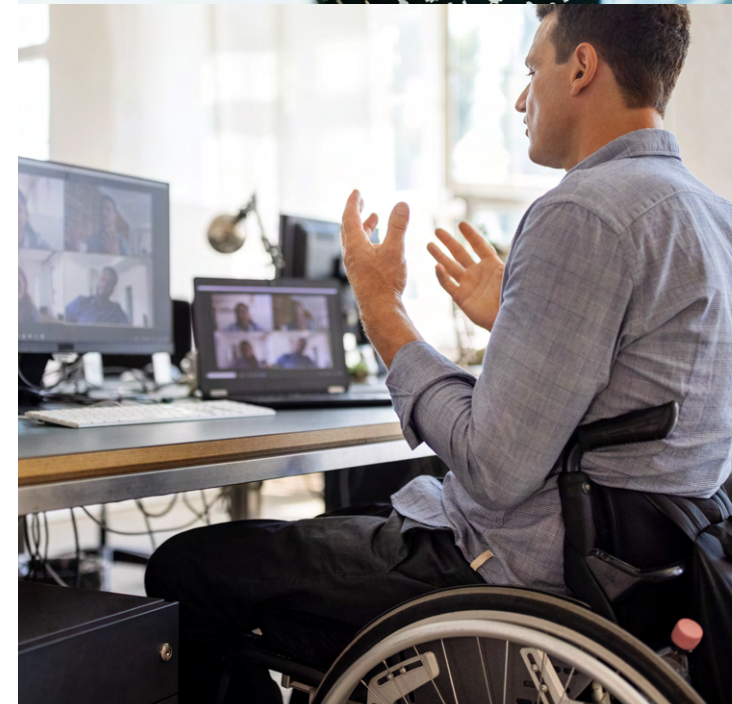
Embracing radical welcomeness means gladly, completely and earnestly receiving colleagues of all backgrounds, races, ethnicities, abilities, gender identities, sexual orientations and religions.

Diversity, equity and inclusion

DIVERSITY: Recognizing, respecting and valuing the differences among individuals including, but not limited to, their race, ethnicity, gender, sexual orientation, socioeconomic status, age, ability, religious beliefs and cultural background. It also involves actively seeking and embracing perspectives, experiences and identities that differ from one's own.

EQUITY: Ensuring people have access to resources and opportunities for success and care, while addressing and acknowledging current and historical inequalities of those who have been misrepresented and underserved.

INCLUSION: Creating radical welcomeness, where people can be their authentic selves and achieve their highest potential.



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At Prime/Magellan Rx, we're continually working to create an inclusive culture that's purpose-driven and focused on supporting our employees with policies and work that provide meaning. We strive to honor all the ways in which we differ and recognize how those differences bring the insights we need to serve people best.

One key way we accomplished this in 2023 was by revamping our culture commitments and leadership enablers. As a unified company, we needed to have common cultural touchstones while maintaining the strength in our different perspectives and voices.

We remain dedicated to being bold with our culture, policies and words. I am excited to see how we connect on even deeper levels in 2024 and beyond.



Ashley Block

VP, Human Resources
Business Partnership

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EMBODYING OUR COMMITMENTS

In 2023, we developed and shared new culture commitments. Alongside these commitments, we also developed leadership enablers to empower people leaders while we strive to accomplish our collective goals. These key behaviors are essential to making every day better for our employees and the people we serve.

Our culture commitments



DO WHAT'S RIGHT

- ▶ Exhibit respectful, ethical and transparent behavior
- ▶ Display courage in actions
- ▶ Listen for understanding



DELIVER RESULTS

- ▶ Work smart to drive excellence
- ▶ Own outcomes for internal and external customers
- ▶ Execute on commitments



INNOVATE FOR GROWTH

- ▶ Challenge the status quo
- ▶ Tackle complex problems
- ▶ Embrace and adapt to change



WIN TOGETHER

- ▶ Share knowledge actively
- ▶ Collaborate inclusively and focus competition externally
- ▶ Create quality solutions to advance experience and excel in the market

Our leadership enablers



CULTIVATE CULTURE

- ▶ Build an environment of trust and learning
- ▶ Nurture a community of feedback
- ▶ Embrace failures as growth



DRIVE FOCUS AND ACTION

- ▶ Prioritize the most important work
- ▶ Inspire accountability to deliver on our purpose
- ▶ Provide strategic perspective



INSPIRE SOLUTIONS

- ▶ Empower next-generation ideas
- ▶ Foster creative problem solving
- ▶ Lead change effectively



BUILD COLLABORATIVE TEAMS

- ▶ Promote cross-functional team partnerships
- ▶ Enable transparent communication
- ▶ Drive connection to shared goals with a One Team approach





Supporting our people

BUILDING A STRONG FOUNDATION

Hiring and recruiting

At Prime/Magellan Rx, we remain focused on fostering inclusivity in all talent practices. This includes reimagining how we attract talent to further advance diversity, equity and inclusion within our company and continue to deliver an exceptional experience for our candidates. We are focused on expanding our external reach to engage an even broader range of candidates with a host of diverse experiences, and whose passion to reimagine the pharmacy experience matches our own.

We are proud of the progress we have made attracting diverse talent, seeing year-over-year growth in our recruitment and onboarding numbers for Black and African American, Hispanic and Latino and Asian professionals in 2023. While progress is encouraging, we acknowledge there is still much work to do to achieve our goal of advancing equity and inclusion in the recruitment process, and we look forward to tackling even more in the upcoming years.

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Through our journey over the past year, we've embarked on a transformative path, bringing together diverse talents and perspectives under one unified purpose and vision. Navigating through the complexities of a large organizational change, we've encountered numerous obstacles along the way. Yet, it is in these moments that our resilience shines brightest, turning obstacles into opportunities for growth and learning. I am immensely proud of how we've harnessed our differences, not just coexisting, but coming together to forge a culture that is truly inclusive, innovative and focused on excellence.

Together, we strive to create an environment where every employee feels valued, respected and empowered, irrespective of their background. By fostering an inclusive workplace, we are not only doing the right thing, but we are able to unlock the full potential of our teams and demonstrate empathy and compassion for the people we serve.

Today and every day, we recommit to our purpose to reimagine pharmacy management to provide the same care we would want for our loved ones. Together, we can create a more equitable society, both within our organization and beyond.



Mostafa Kamal

President and CEO

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MAPPING OUR PROGRESS

We review representation data regularly to monitor our progress in increasing representation across demographic groups, enterprise-wide and among our leadership ranks. In 2023, we established and began working toward our progress roadmap, with a focus on continued development in 2024.

Roadmap

1 We have built a strong foundation of data-driven insights that help us understand our representation, our representation trends and the impact that hiring and turnover are having on those trends.

2 Our next step is to build actionable dashboards for DEI and HR leadership to see the impact of our diversity programs and initiatives and better understand our drivers for progress. These drivers include:

- ▶ Knowing our current representation and trends over the last three years
- ▶ Understanding the impact hiring and turnover have on increasing or sustaining representation progress
- ▶ Viewing this data by management level to understand the trends between individual contributors, managers and senior leaders

3 We are also designing a strategy to measure our progress against external benchmarks based on the communities we serve. Using a third party to help gather this information, we will rely on these benchmarks to develop more concrete representation goals.

4 Then we will pursue sharing more insights and recommended actions within our organization via a dashboard or reporting tool that we can roll out to our HR business partners and leadership.

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I see diversity as quantifiable. How many people from different backgrounds are represented within the organization, within departments, within teams? We can count how many men/women, different ethnicities, different gender identities we have within our organization, but inclusion is valuing the differences between people and appreciating the diverse perspectives that they each bring, their unique contributions and their presence. The work on the D&I Council is important to me because we can advance inclusion throughout the company and out into the communities we serve.



Pat Milligan
Co-chair, D&I Council

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AMPLIFYING



Our goal is for Prime/Magellan Rx’s workforce to represent the communities where we live and the people we serve. We want to share our current employee demographics to be fully transparent as we continue our journey.

DATA NOTES

- Employee numbers are based on Prime/Magellan Rx employee population as of December 31, 2023.
- Data represents employees from the following employment types: regular, pharmacy residents and variable.
- Diversity representation for a demographic group (e.g., Asian) is reflected as the percentage of employees with that diversity demographic in the population. Representation rates may not sum to 100% due to rounding, due to data suppression for demographic groupings with less than five employees or when denominators include people who choose not to disclose their demographic information. The formula for calculating diversity representation is: percentage representation = (number of employees in the demographic group/number of all employees in population)*100
- “Non-white” is a rollup category used due for data suppression of demographic groupings with less than five employees for any race and ethnicity grouping(s) that are not white. This may include any/all of the following races and ethnicities: American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or other Pacific Islander and/or two or more races.
- “Leadership” is defined by position/management level and includes: Supervisor, Manager, Magellan Rx Manager, Director, Magellan Rx Director, Senior Director, Assistant Vice President, Vice President, Magellan Rx Vice President, Senior Vice President, Magellan Rx Senior Vice President, Executive Vice President and Magellan Rx Executive Vice President.
- “Senior leadership” is a subset of the “Leadership” population, is defined by position/management level and includes: Assistant Vice President, Vice President, Magellan Rx Vice President, Senior Vice President, Magellan Rx Senior Vice President, Executive Vice President and Magellan Rx Executive Vice President.
- Comparison notes from 2022 report were recalculated to a December 31, 2022 snapshot and to the populations used in this 2023 report.

Employees % of population (6,818 employees)			Leadership % of population (1,072 leaders)			Senior leadership % of population (171 senior leaders)		
RACE & ETHNICITY			RACE & ETHNICITY			RACE & ETHNICITY		
	2022	2023		2022	2023		2022	2023
American Indian or Alaska Native	1.0	0.8	American Indian or Alaska Native	0.5	0.7 ↑	Non-white	8.9	10.5 ↑
Asian	13.4	13.5 ↑	Asian	7.8	8.0 ↑	White	83.8	82.5
Black or African American	12.7	14.3 ↑	Black or African American	7.6	8.3 ↑			
Hispanic or Latino	6.9	7.1 ↑	Hispanic or Latino	4.5	4.7 ↑			
Native Hawaiian or other Pacific Islander	0.4	0.4	Two or more races	2.1	2.2 ↑			
Two or more races	3.0	3.2 ↑	White	72.7	71.8			
White	58.4	57.0						
GENDER			GENDER			GENDER		
	2022	2023		2022	2023		2022	2023
Female	66.4	67.2 ↑	Female	57.3	59.3 ↑	Female	45.8	48.5 ↑
Male	33.5	32.5	Male	42.6	40.6	Male	54.2	51.5



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My sense of belonging has fluctuated, but, overall, I do feel I belong. Prime/Magellan Rx has made great strides in appreciating differences amongst employees.

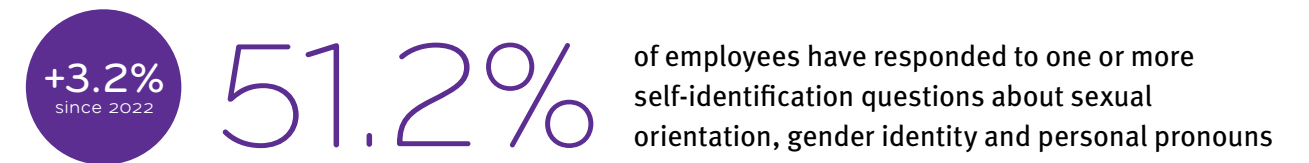
The fact that my voice is being heard is important to me.

I feel valued as a queer person here. I think this is a great place for queer people to work.

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MAKING SPACE FOR SELF-IDENTIFICATION



SERVING OUR EMPLOYEES

Benefits

Prime/Magellan Rx recognizes the importance of providing competitive, balanced and inclusive benefits to support the health and well-being of our employees and their families through different phases of life. Here is some of the progress we made in 2023:

- ▶ We added one personal holiday, which allows employees the flexibility to commemorate and honor a religious or non-religious day that holds personal significance.
- ▶ We added caregiver leave pay, which includes 10 days to care for an ill family member.
- ▶ We increased our parental leave pay from 20 days to 30 days.

We also provide family-building benefits, Omada (a digital lifestyle change program), Learn to Live (a cognitive behavioral health program), Hinge Health (a back and joint pain management program) and education reimbursement.

Pay equity statement

Prime/Magellan Rx is committed to fair and equitable pay. Our goal is to attract, select, develop and retain high-performing talent to drive critical priorities. This includes identifying and promoting best and fair practices in compensation, hiring, promotion and career development.

¹ Prime/Magellan Rx. (2023). *Prioritizing mental wellness to reduce stress and improve resilience*. <https://www.learntolive.com/case-studies/prioritizing-mental-wellness-to-reduce-stress-and-improve-resilience>

SPOTLIGHT

Employee mental health

Partnering with Learn to Live has provided employees and their dependents with another option to help build resilience, combat the effects of burnout and depression and manage stress, anxiety and change.

65%

of participating employees said the programming **improved their ability to be productive at work**¹

97%

of participating employees said they **made progress toward their personal goals**¹



CELEBRATING OUR 2023 DEI MILESTONES

Elevating voices of those who are often unheard or underrepresented is our priority — and is essential for us to build an inclusive space within our organization. We’ve prioritized DEI initiatives, including creating and promoting employee resource groups (ERGs), each of which is focused on a specific demographic and championed by experienced and new team members alike.

Key 2023 DEI milestones

- ▶ Scored 100% on the Disability Equality Index
- ▶ Published our second annual DEI Transparency Report
- ▶ Expanded our DEI Team by creating a DEI consultant role
- ▶ Reviewed and updated internal policies, required trainings and copy style guidelines with inclusive language
- ▶ Rolled out company-wide DEI training programming
- ▶ Expanded the D&I Council size, ensuring representation from both legacy organizations
- ▶ Engaged external speakers and subject-matter experts to share insights with our employees
- ▶ Bolstered our process of acknowledging and honoring heritage months
- ▶ Expanded learning experiences and courageous conversations among employees
- ▶ Sponsored and participated in the Twin Cities Pride Festival for the fourth year
- ▶ Launched two new ERGs, Mental Health Alliance and UNIDOS: Latinos & Allies United, bringing our total to seven

In 2023, we were honored to be recognized for our commitment to fostering a deeper, more equitable community within our organization. And while awards aren’t everything, they are a good guidepost for us in our DEI journey.



Employee resource groups (ERGs)

Asian, Pacific Islander, DESI + Allies (APIDA)

APIDA empowers employees of Asian descent and their allies by proactively creating opportunities and spaces to express shared experiences, discuss issues to act on and promote professional learning activities.



Black Professionals + Allies (BP+A)

BP+A brings professionals of African descent and allies together to network, embrace cultural similarities and differences and cultivate and empower others by participating in internal professional development and external community outreach.



Mental Health Alliance (MHA)

MHA establishes a safe, radically welcoming environment where employees can come together to learn about and discuss topics related to mental health. MHA supports employees with internal and external resources as well as a feeling of belonging.



Prime Pride

Prime Pride nurtures a safe environment within Prime/Magellan Rx for individuals to be authentic in the workplace and supports employee gender identity and sexual orientation expression.



UNIDOS: Latinos & Allies United (UNIDOS)

UNIDOS empowers employees of Hispanic descent and their allies to proactively share experiences, discuss issues and create opportunities to add visibility to this culture.



Veterans, Families, and Allies Network (VetFAN)

VetFAN provides a platform for employees who served or continue to serve in the Armed Forces to leverage their skills and experiences both inside and outside of Prime/Magellan Rx. VetFAN also provides resources for the family members and supporters of military service members past and present.



Women + Allies (W+A)

W+A networks, engages and empowers women and their allies, promoting a culture of diversity and inclusion through continual learning, support and encouragement.



ERG-specific achievements

▶ Launched month-long campaigns, making learning accessible for all on many topics, including:

- Asian American and Pacific Islander heritage
- Black history
- Hispanic heritage
- LGBTQ+ history
- Mental health awareness
- Suicide prevention awareness
- Our veterans
- Women's history

▶ Hosted many phenomenal and well-versed external speakers, including:

- Dr. Russell Morfitt on suicide prevention awareness
- Rodney L. Hurst on Black History Month
- Dr. Delores Williams on her clinical and practical knowledge around menopause to celebrate World Menopause Day
- Leading Edge guest speakers for a confidence-building workshop
- Dr. Yer Xiong on various approaches to mental health and ways to apply self-care in a remote workforce
- Lieutenant Colonel Tim Knoth on commemorating Memorial Day and the 20th anniversary of the start of the Iraq War
- Justin Sun, compensation advisor from Expedia Group, on empowering and supporting career growth
- Dr. Rajean P. Moon on LGBTQ+ and aging

▶ Created and presented Inspo to Go, a series of informative presentations and Q&As featuring internal women leaders:

- Erin Feigal, SVP and Chief Human Resources Officer
- Meredith Delk, SVP and General Manager, State Government Solutions
- Linda Smith, SVP, Enterprise Initiatives and Chief of Staff

▶ Ventured into our communities to volunteer at:

- Eagle Group of Minnesota Veterans golf tournament
- Wreaths Across America
- Tubman Chrysalis Center
- Minnesota Habitat for Humanity



▶ Hosted courageous conversations and book discussions about:

- Anti-LGBTQ+ legislation
- Psychological safety
- The emotionally healthy teen
- Managing holiday stress
- Coping with grief through the holiday season
- *High On the Hog* on Netflix
- *Breaking the Bamboo Ceiling* by Jane Hyun
- *The Light We Carry* by Michelle Obama
- *Dare to Lead* by Brené Brown

▶ Took many other steps to help connect our employees and communities, including:

- Updating our customer relationship database to capture personal pronouns for our clients and other business contacts
- Representing our organization at the Go Red for Women luncheon
- Partnering with our Customer Experience team to identify areas in which Prime/Magellan Rx could create effective, easy and emotionally positive experiences applicable to the Asian, Pacific Islander and Desi American members we serve
- Hosting a women and investing workshop with MetLife to address the unique financial challenges women face
- Partnering with our Training team to deliver Building Bridges and Building Belonging sessions to educate our employees and provide them with tools to engage and empower them
- Making a financial donation to I Support the Girls, a 501(c)(3) nonprofit that collects and distributes essential products unique to women's needs
- Hosting presentations on what daily work is like for members of our contact center and Special Investigation Unit teams
- Conducting a Memorial Day Murph workout, a grueling CrossFit workout named after a U.S. Navy Seal who was killed in Afghanistan
- Sharing delicious cultural traditions through the history of tamales
- Celebrating Women's Equality Day with a trivia-forward happy hour bingo
- Supporting the Maui Fire Relief efforts
- Hosting new moon intentions, a monthly employee goal-setting discussion

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To me, DEI means that we are respecting and including others who are different from ourselves and our families. This is emulated in Prime/Magellan Rx's ERGs and the D&I Council by demonstrating the value of our employees who have different social, cultural or ethnic backgrounds. I am proud to work for a company that embraces radical welcomeness for all individuals.



Melissa Strong
Co-chair, D&I Council

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SPOTLIGHT

An in-person ERG event

Our APIDA ERG hosted a hybrid event at our Minnesota office in celebration of Lunar New Year. The festivities featured a presentation on Lunar New Year, a book giveaway, food and social time.



“As the first APIDA ERG event with an in-person component, it was exciting to be able to meet some of our members and officers face-to-face for the first time,” says Richardson Handjaja, member of the APIDA leadership team.

“We were able to listen to personal stories from attendees on how they and their families celebrate Lunar New Year (or any other New Year holidays), which increased our understanding of the values that are important to different cultures.”

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Empowering people is a cornerstone of Prime/Magellan Rx’s unique approach to health care. Our kaleidoscope of backgrounds, skills and passions allows each of us to contribute to our shared mission, throughout all our communities — to care for others as we would want our families and loved ones to be treated. The APIDA ERG is proud of our continued work to uplift and support our other ERGs and diverse populations, with notable collaborations such as discussing mental health self-care methods with Dr. Yer Xiong and partnering with our Customer Experience team to promote better member engagement. APIDA stands proudly with the ERG collective, and we look forward to the years ahead.



Eugene Yi

Leadership Team Member, APIDA ERG

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LEARNING TOGETHER

Employee education opportunities

We understand that every person is in a different place when it comes to DEI learning and activism. That's why we're redefining our DEI education strategy with a goal of delivering high-quality learning opportunities in many ways to meet people where they are. We offer both formal and informal trainings, ranging from instructor-led cohorts to self-directed learning.

New trainings in 2023

In 2023, we launched two new training campaigns, each of which used a different format.

► BUILDING BRIDGES

In this instructor-led session, employees learned how to build an inclusive environment by identifying and changing the behaviors that exclude others.

► BUILDING BELONGING

Through a four-month cohort program, employees worked together and with instructors to dig into topics including psychological safety and social identities, unconscious bias and microaggressions, courageous conversations and inclusive teams.

Ways of learning

While everyone learns differently, active, collaborative group learning allows people to explore concepts and apply them together in live discussions. The cohort-based approach promotes better learning and information recall compared to isolated self-study methods. In addition, when people learn along with the same group over time, they build psychological safety, collaborative skills and a cross-organizational network of people who share a common set of skills.

We also understand cohort-based learning isn't right for everyone or every topic. We offer self-directed learning, including modules from our internal learning management system, LinkedIn Learning and MasterClass.

Example topics include:

- Understanding intersectionality
- Overcoming DEI leadership challenges
- Skills-first recruiting with a DEI mindset

Our goal for 2024 is to enhance our existing learning strategy that will be focused on bringing DEI education to employees in the flow of their work. We will be embedding additional DEI learning in onboarding, leadership development programming and ongoing coaching practices.





Connecting with our community

PUTTING PEOPLE FIRST

Addressing health equity

Health equity and SDOH definitions

HEALTH EQUITY: Ensuring everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health (e.g., poverty and discrimination) and their consequences (e.g., lack of power, access to good jobs with fair pay, quality education and housing, safe environments and health care).²

SOCIAL DETERMINANTS OF HEALTH (SDOH): Conditions in the environments where people are born, live, learn, work, play, worship and age that affect a wide range of health, functioning and quality-of-life outcomes and risks.³

² Braveman, P., Arkin, E., Orleans, T., Proctor, D., & Plough, A. (May 1, 2017). *What is health equity?* Robert Wood Johnson Foundation. <https://www.rwjf.org/en/library/research/2017/05/what-is-health-equity.html>

³ Office of Disease Prevention and Health Promotion (OASH). (n.d.). *Social determinants of health*. Retrieved January 19, 2023, from <https://health.gov/healthypeople/priority-areas/social-determinants-health>

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In partnership with our clients, we are committed to improving health outcomes for all people. We are determined to achieve that goal by addressing equity for underserved communities. We need to be innovative in our approach to meet people where they are, and that means meeting their needs at every step in their health care journey. By building robust networks that help people get the medicine they need, designing benefits with a focus on health equity and engaging directly with our members, we're helping to meet those needs. We have moved forward on our goals largely because so many individuals at Prime/Magellan Rx came together to solve the real issues facing members in a complex health care system.



Dr. Marci Chodroff
VP, Medical Director

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Member support

- ▶ We support 28 states and D.C. with Medicaid and state pharmacy administration programs through our state government solutions line of business. We deliver affordable and reliable solutions to meet unique population needs, improve clinical outcomes and ensure coordination of care, providing the states' most vulnerable members access to the tools and resources they need to live healthier lives.
- ▶ We train clinical teams to help members access community resources to address barriers like cost or transportation.
- ▶ We train concierge and contact center teams to educate members on their benefits to close gaps in health literacy.
- ▶ We've made heavy investments in bilingual staff and training to address language barriers and improve the member experience.
- ▶ We've added programs to engage in proactive outreach to overcome issues with cost and access.
- ▶ We launched a pharmacy bonus program that uses SDOH adherence scoring and community pharmacies to close gaps to care.

Data and analytics

- ▶ We've developed an SDOH adherence scoring methodology to identify members who have social risk factors that are likely to impact adherence performance.
- ▶ We began education and analysis on Z codes in 2022 and continue to use them to risk-score programs. Z codes are used by medical professionals to document social determinants of health, such as lack of transportation.
- ▶ We use distance data to identify trends in adherence performance to address potential access barriers.
- ▶ We collected race/ethnicity data from select clients to identify disparities in outcomes.
- ▶ Our researchers performed a study comparing economic stability and health care access and quality to medication adherence. This study has been accepted for publication by the Journal of Managed Care & Specialty Pharmacy (JMCP).

Our future goals are to explore the Health Equity accreditation by the National Committee for Quality Assurance (NCQA) and to evaluate new vendor relationships to support our health equity initiatives. We strive to create a comprehensive strategy that is fair and just, allowing everyone to achieve their fullest health potential.



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Our mission at Living Well Disability Services is to provide exceptional services and impact the lives of people with disabilities, and we can't do that on our own. Ninety-six percent of our funding comes from Medicare and Medicaid, and that provides the basics. We believe in providing care beyond the basics, and grants like the one from the Prime Together Foundation allow us to do that.



Heather Heier

Communications and Events Manager,
Living Well Disability Services

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MEETING MEMBERS WHERE THEY ARE

Culture-specific communications

Living across the nation, the members we serve come from diverse cultures, speak many languages and have varying abilities. It's important that we meet them where they are, meaning we prioritize cultural competency, using their preferred languages and offering additional amenities for communication. Here are some of the programs we've implemented to better serve members.

Serving our Spanish-speaking members

Bilingual contact center language assistance

Because we serve a large Spanish-speaking population, we emphasize hiring and training bilingual (English/Spanish) contact center agents. This process includes interviewing all candidates to assess their verbal Spanish proficiency and requiring any hired agents to take a bilingual training module to further develop sensitivity to the cultural differences of their Spanish-speaking callers.

Spanish callback option

In 2023, we added the option for callers in our Spanish queue to be called back, keeping their place in the queue without needing to stay on hold.

Spanish prerecorded greeting

We added a prerecorded agent greeting in Spanish to create a more personal experience while a member holds to be transferred to the right interpreter.



Bilingual surveys

In our contact center, we use a Spanish post-call survey option to help determine how the call was managed and how the callers would grade their service.

Other bilingual campaigns

- ▶ Websites for our health plan clients' members
- ▶ Digital communications, including emails
- ▶ Call scripts
- ▶ Mailings

Across all member communications, we work to be clear and avoid jargon, applying our internal Let's Be Clear plain language program to deliver member communications that are understandable and actionable.

Assisting members from diverse cultures

Contact center language assistance

For native speakers of languages other than English, Prime/Magellan Rx uses TransPerfect, a third-party translation and interpreter service.

In 2024, we have begun call listening sessions to further improve the member experience.

Translation and accessibility

We offer our customers the ability to translate member materials into an alternative language or format through external vendors.

We also provide alternative material formats, with Braille, large font and audio options.

Online employee training

It's important to us that our employees are well versed in cultural competency. We offer an online class in which employees can learn about health disparities and the importance of cultural competency when working with a diverse group of members. During 2023, 12.4% of employees took this course.

We currently employ

22

bilingual (English/Spanish) contact center agents

In 2023, our Spanish-speaking contact center agents took a total of

16,592

CALLS IN SPANISH

More than

160 CALLERS

requested a callback in Spanish in November–December 2023

In 2023, we used TransPerfect's services for

1,228 CALLS

OR

21,216 MINUTES

in Mandarin, Vietnamese, Polish, Cantonese, Haitian Creole, Portuguese, Russian, Korean, Somali and other languages

TransPerfect also helps our bilingual team manage Spanish-language calls. In 2023, Prime/Magellan Rx decreased the number of transferred Spanish calls to 21%. In December 2023, 79% of the Spanish-language calls were taken in house by our bilingual agents.

HELPING LIFT UP OUR COMMUNITIES

At Prime/Magellan Rx, we believe in the power of community service and giving back. Our PrimeCares community giving program provides a gateway for our employees to make a difference through donations and volunteer hours — and in 2023, they did just that.

Do. Give. Go.

Through PrimeCares, we've built a Do. Give. Go. program that empowers employees to make their generosity go even further.

DO: The volunteer match program allows employees' volunteer hours to be matched by a monetary donation from PrimeCares.

Employees volunteered 737 hours toward 26 different charities, totaling \$8,125.

GIVE: The matching gift program encourages employees to financially support programs and projects from their favorite non-profit organizations.

We match 100% of employee donations up to \$500 annually. In 2023, 281 employees donated to 289 charities. Prime/Magellan Rx matched with \$62,101.

GO: PrimeCares will donate when teams of employees participate in a walk/run/bike event. PrimeCares T-shirts are provided to teams upon request.

When groups of employees participate in a walk/run/bike event, Prime/Magellan Rx donates \$250 for teams of four or \$500 for teams of eight or more to eligible organizations. This year, we donated \$250 for an employee team of four that participated in a community event.

SPOTLIGHT

Service in action

Volunteering in our Dallas, Texas community

Each year, Prime/Magellan Rx offers all employees 16 hours of volunteer time — and in 2023, 35 employees in Dallas organized their time giving back to their community. These employees volunteered at Baskets for Good, assembling 525 bags, each filled with one week's worth of groceries for local families in need. This amounts to around 33,000 meals.



“After seeing the Prime/Magellan Rx turnout and how enthusiastic everyone was, Baskets For Good has committed to doubling the number of bags they assemble next year. And we here in Dallas have decided to make this an annual event! I am very grateful to Prime/Magellan Rx for these two paid volunteer days they provide us. It was wonderful to connect with colleagues in person, and all for a worthy cause.”

Latha Nehru
Iteration Manager



Disaster relief donations

We understand many are in immediate need, which is why we donate funds to the American Red Cross to help those affected by natural disasters. In 2023, we donated a total of \$5,000 toward relief efforts for multiple disasters.

Employee volunteer hours

Prime/Magellan Rx provides employees with 16 hours of volunteer time to use throughout the year. Employees could choose when and where to volunteer and make a positive impact in their community.

Employees volunteered

14,899 HOURS*

Last year, our employees volunteered at the Ronald McDonald House and served about

660 MEALS

* This includes the 737 hours employees volunteered as part of our PrimeCares Do. Give. Go. program

Week of Giving

Week of Giving is an annual fundraising campaign that allows our employees to come together to support our five strategic charity partners, many of which address the major health care conditions we help our clients manage.

CHARITY PARTNERS	FUNDS RAISED
American Cancer Society	\$46,527
American Heart Association	\$45,717
Children's Miracle Network	\$102,076
National Multiple Sclerosis Society	\$30,032
Prime Together Foundation	\$102,671

In 2023, employee participation was **43%**

Together, we raised more than **\$327K**



OUR GRANT RECIPIENTS

Prime Together Foundation

In 2020, we established the Prime Together Foundation (the Foundation) in the wake of ongoing social injustices and a desire to learn how to create change in our communities. The Foundation's mission is to work together with our communities to address inequality and injustice in all forms, particularly racism, poverty, health and hunger.

Through donations from employees and other stakeholders, the Foundation has distributed more than \$450,000 in grants since 2020 (\$138,600 in 2023 alone) to 29 nonprofit organizations across eight states to advance that mission. Additionally, our impact goes even further through employee volunteerism with our grant partners.



Appetite for Change

Mission: Use food as a tool to build health, wealth and social change.

How the grant is being used: Funding supports general operations, helping strengthen and sustain programs focused on hunger relief. These include community cooking workshops, weekly meal box delivery, urban agriculture, food policy efforts and a youth training program.



Face to Face

Mission: Advance economic and health equity for youth while providing support, opportunities and access to resources as they build on their strengths and achieve their aspirations.

How the grant is being used: Funding supports operations by providing comprehensive, wraparound services for youth ages 11–24 facing the greatest disparities in income, health, housing, education and other life outcomes.



Bear Hug Cattle Company

Mission: Provide veterans with the skills, resources and connections to get a job in the ranching industry as they transition out of the military.

How the grant is being used: Bear Hug Cattle Company offers a 10-week immersive training program for veterans pursuing a career in the ranching industry as they transition out of the military. Funding helps support eight veterans per summer and assist in their placement in a ranching career at the end of the program.



Free2Luv

Mission: Empower, transform and save the lives of underrepresented youth through art-driven, interactive programming.

How the grant is being used: Funding supports EXPRESS IT!, Free2Luv's mental health education program that addresses topics pertinent to today's youth, including racism, homophobia, mental illness and the importance of equity and inclusion.



Cincinnati Youth Collaborative

Mission: Empower young people to overcome barriers and excel in education, career and life.

How the grant is being used: Funding helps the organization's mentoring program, which empowers young people by matching them with over 1,200 mentors and volunteers who help them stay engaged in school, avoid violence and illegal activity and carve a pathway toward graduation and a fulfilling career.



Hennepin Healthcare Foundation

Mission: Partner with our community, our patients and their families to ensure access to outstanding care for everyone while improving health and wellness through teaching, patient and community education and research.

How the grant is being used: Funding helps purchase portable cribs for families as part of the Safe Sleep for Newborns program. These funds will provide safe sleep spaces to parents who financially can't purchase their own or who were not aware of safe sleep practices prior to having their baby.

OUR GRANT RECIPIENTS



Living Well Disability Services

Mission: Transform the lives of people impacted by disabilities through the delivery of exceptional services.

How the grant is being used: Funding supports day-to-day operations, including residential services, customized in-home services, wellness programming, adaptive equipment, assistive technology and monthly training and support groups.



Neighborhood House

Mission: Help people gain the skills, knowledge and confidence to thrive in diverse communities.

How the grant is being used: Funding supports general operations for Neighborhood House’s Food Support and Housing Stability programs, which address food and housing insecurities.



MATTER

Mission: Help people launch projects that improve communities.

How the grant is being used: Funding supports general operations. MATTER reaches a wide range of underserved populations, with an emphasis on school-aged children who live in districts that are labeled with “free and reduced” lunch service.



Nishna Productions

Mission: Provide support and opportunity for people to accomplish their goals.

How the grant is being used: Funding helps provide furnishings for accessible, affordable housing for residents with disabilities.



MIGIZI Communications

Mission: Provide a strong circle of support that nurtures the educational, social, economic and cultural development of American Indian youth.

How the grant is being used: Funding supports general operations. MIGIZI provides academic and cultural support for middle and high school students as well as career training programs for teens and young adults that prepare Native youth for careers in media/communications and the green energy sector. MIGIZI partners with school districts to deliver in-classroom support and afterschool programming as well as with employers for internships.



Out Youth

Mission: Promote the physical, mental, emotional, spiritual and social well-being of sexual- and gender-minority youth so that they can openly and safely explore and affirm their identities.

How the grant is being used: Funding expands Out Youth’s clinical capacity, with the goal to provide free- and low-cost mental health care to over 700 LGBTQ+ youth in Texas in 2024.

“

It has been outstanding to see the Prime Together Foundation grow over the last few years. As the Foundation is hitting its stride and maturing, we are working more closely with the grantee organizations to understand their needs, connect resources and provide volunteers to increase our impact. It’s incredible to look back and see the impact we have already made in three-and-a-half years, and I am looking forward to what is to come.



Kerry Florian

VP, Total Rewards and Chair,
Prime Together Foundation
Board of Directors

”

MAKING A POSITIVE IMPACT



See how a grant from the Prime Together Foundation helped the Hennepin Healthcare Foundation create positive change in their community.



Watch how Living Well Disability Services can better reach their mission with help from a Prime Together Foundation grant.

OUR GRANT RECIPIENTS



Southern Anoka Community Assistance

Mission: Provide food and resources to those in need while empowering dignity and independence to those served in the community.

How the grant is being used: Funding helps fight hunger in Minnesota's southern Anoka County, which has extremely high levels of food insecurity, especially among children.



The Trevor Project

Mission: End suicide among lesbian, gay, bisexual, transgender, queer and questioning young people.

How the grant is being used: Funding supports general operations, helping The Trevor Project offer free, 24/7 crisis services that provide life-saving and life-affirming support to LGBTQ+ young people. Funds will also sustain programs that help to create a world where LGBTQ+ young people never enter a crisis in the first place.



TC Food Justice

Mission: Reduce food waste and hunger in the Twin Cities by being a link between those willing to help and those in need.

How the grant is being used: Funding supports the expansion of the Food Equity Program. This program relies on a network of volunteers to pick up food from co-ops, restaurants and farmers' markets and deliver it to community kitchens, food shelves and food relief organizations, helping communities facing food insecurity while reducing the climate impact of food waste.



Vail Place

Mission: Help people with serious mental illnesses avoid crisis, achieve stability and pursue active, fulfilling lives based on their individual abilities.

How the grant is being used: Funding helps expand the Clubhouse Community Support program. Clubhouses are local community centers for people with mental illness. They help members build long-term, meaningful relationships that support them in obtaining employment, education and housing.

Building a brighter future

As we further deepen connections both within and outside of our organization, we plan to update this report each year with the progress we've made and challenges we're tackling. As we move through 2024 and beyond, we will keep striving to honor our differences as core strengths, celebrate our many voices and treat all with the radical welcomeness they deserve. And we will continue to unite as one culture, with one purpose, and foster partnerships to collectively craft a better, more equitable and inclusive future for our employees and the people we serve.

Learn more at reimaginepharmacy.com

