

Committed to strengthening communities and improving outcomes

Walgreens is working toward increasing accessibility of and education about available healthcare services through collaborative relationships and localized, patient-centric pharmacy care. We know that social determinants of health (SDOH) directly affect health equity. That's why our goal is to address healthcare challenges and inequities across the country to improve patient outcomes and narrow the health equity gap.



SDOH can drive as much as **80% of health outcomes.**¹

Description

According to the CDC, “Health equity is achieved when every person has the opportunity to attain his or her full health potential and no one is disadvantaged from achieving this potential because of social position or other socially determined circumstances.”² However, long-standing systemic health and social inequalities have created an abysmal gap in access to healthcare across the country, putting many people, especially those from racial and ethnic minority groups, at greater risk.

Walgreens is your ally in closing gaps in care and improving health outcomes. Our robust suite of omnichannel tools and services, combined with our vast footprint, enables us to meet patients where they are, helping address the digital divide that may create barriers to digital access or digital health literacy.

Walgreens helps you advance your health equity goals by:

- Serving as a trusted resource to provide quality, holistic disease state management in underserved communities
- Providing a community-based healthcare point of access with a pharmacy team that is trained in cultural competency and trusted by members
- Offering individualized solutions specific to members’ unique needs and challenges
- Educating and coaching members on the services and tools available, empowering them to better manage their conditions and remain adherent to their medications
- Building meaningful member relationships by providing services to all members

Pharmacists are recognized as a **trusted local resource**³ and among the **most accessible**⁴ of all medical professionals.



Features

Identifying and removing barriers to healthcare access for vulnerable communities can be instrumental in advancing health equity. Walgreens supports your health equity efforts with:

- High-touch consultations and outreach services
- Off-site visits for local community members with transportation barriers
- Healthy food products for retail locations in underserved areas
- Vaccine equity initiatives for COVID-19, flu, pneumonia and shingles
- New educational programs to fight vaccine hesitancy

Our health equity initiatives empower us to serve as health equity ambassadors and help you improve adherence for your at-risk members and those less digitally engaged with services such as:

- **Free consultations in 18 languages** to answer vaccine-related questions
- **Outreach Medication Therapy Management** calls
- In-person or over-the-phone pharmacy support in **220 languages and American Sign Language**

Achieving health equity in our communities is not only the right thing; it can also increase member access and engagement while reducing healthcare costs and improving outcomes. Let us help.

► **To learn more, please visit Walgreens.com/BusinessSolutions**

Walgreens

Our innovative programs and services can help members overcome obstacles to access by addressing prescription abandonment and barriers to adherence.

- **Autofill:** An automated prescription service that notifies members when prescriptions are ready for pickup
- **Save a Trip Refills®:** A unique medication synchronization program to increase adherence to therapy
- **90-Day Refills:** An innovative, multichannel approach that uses targeted data and personalized communications to convert eligible members to 90-day prescriptions
- **Late to Refill reminders:** Pharmacist-led personalized conversations with members, to understand and reduce barriers to adherence



4 million+ patients are taking advantage of Save a Trip Refills.⁵



Nearly 9,000 specialty-enabled retail pharmacies



Free one- to two-day delivery available chain-wide*

* Conditions apply.

1. Manatt, Phelps & Phillips, LLP. Medicaid's role in addressing social determinants of health. Robert Wood Johnson Foundation Web site. February 1, 2019. Accessed August 4, 2022. <https://www.rwjf.org/en/library/research/2019/02/medicaid-s-role-in-addressing-social-determinants-of-health.html> 2. Health equity. CDC website. Last reviewed March 3, 2022. Accessed August 4, 2022. <https://www.cdc.gov/chronicdisease/healthequity/index.htm> 3. Saad L. Military brass, judges among professions at new image lows. Gallup Web site. January 12, 2022. Accessed August 4, 2022. <https://news.gallup.com/poll/388649/military-brass-judges-among-professions-new-image-lows.aspx> 4. Valliant SN, Burbage SC, Pathak S, Urick BY. Pharmacists as accessible health care providers: quantifying the opportunity. *J Manag Care Spec Pharm.* 2022;28(1):85-90. doi:10.18553/jmcp.2022.28.1.85 5. Walgreens internal analysis. Pharmacy and Retail Operations. February 2016-August 2020.