

## **Research Shows PBM Transparency Influences Employer Satisfaction**

SCOTTSDALE, Ariz.--(BUSINESS WIRE)--The 2006 Pharmacy Benefit Manager Customer Satisfaction Report released today by the Pharmacy Benefit Management Institute (PBMI) shows a clear link between transparency and employer satisfaction.

PBMI's annual PBM Customer Satisfaction Survey asks U.S. employers to rate their PBMs on overall service and performance and 16 individual dimensions of service. For the first time this year, PBMI compared ratings on PBM performance with responses to two questions about the degree of financial transparency in their PBM relationships and the levels of satisfaction with that transparency.

"PBMI's research findings demonstrate that how PBMs conduct business does impact employer satisfaction with their services," said Dana H. Felthouse, PBMI president. "Market forces are helping to align the objectives of PBMs and their employer customers to improve the quality of drug benefit programs."

The PBMI research shows that employers who are "extremely satisfied" with the financial transparency of their PBM relationship gave their PBMs an average overall service and performance rating of 8.9 on a 10-point scale, with 10 being the highest rating. Statistically, the rating is significantly higher than the average PBM performance ratings from employers who are less satisfied with financial transparency. By comparison, employers who are "somewhat satisfied" with financial transparency gave their PBMs an average performance rating of 7.8, while those who are "somewhat dissatisfied" or "extremely dissatisfied" with financial transparency rated their PBM's performance at 6.7 and 6.2 respectively.

Satisfaction with transparency impacts performance ratings in a very similar way on the 16 individual service measures included in PBMI's research. Again, employers who are the most satisfied with financial transparency rated their PBMs significantly higher on every service measure, including "delivering promised savings" and "delivering promised services."

Slightly more than half of the survey respondents (56%) perceive their PBM relationships to be somewhat transparent, while 28 percent say their relationships are "completely transparent." Similarly, 57 percent are "somewhat satisfied" with the degree of transparency and 26 percent are "extremely satisfied."

More than 540 employers representing 11.2 million beneficiaries nationwide participated in PBMI's 2006 PBM Customer Satisfaction Survey. In addition to trend information on employer satisfaction with PBMs, the research report provides comparative information on the performance of individual PBMs. It is widely recognized for providing valuable information to benefit executives responsible for researching, selecting and managing PBM services. The report profiles 20 different PBMs.

The report is available for purchase at [www.pbmi.com](http://www.pbmi.com) or by calling 480-730-0814.