



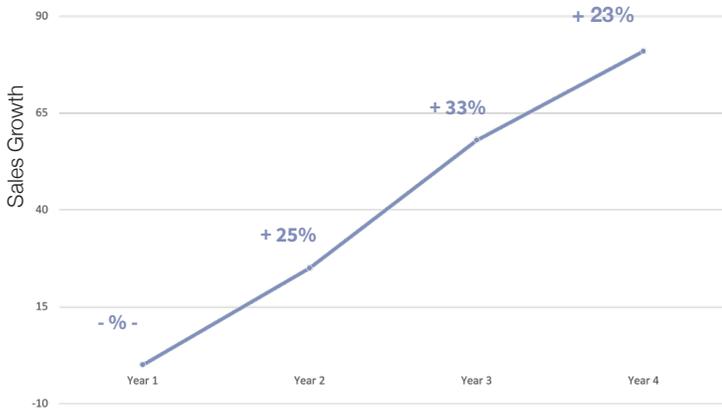
Case Study

Revitalizing a HUB Program to Drive Growth

Transitions Can Drive Long-Term Client Success

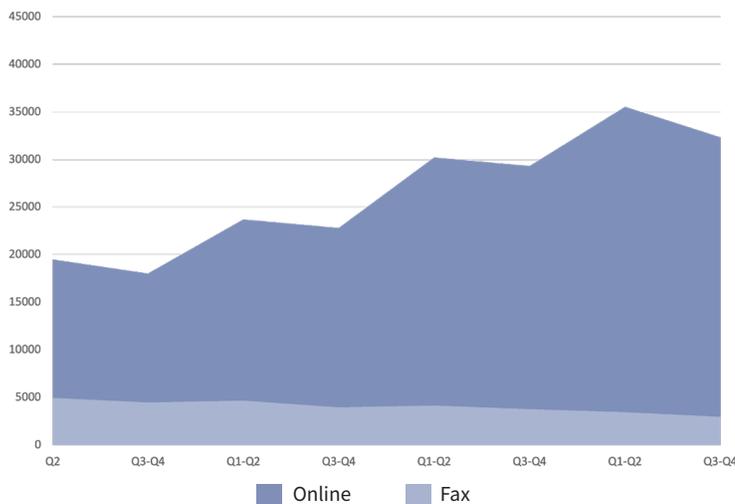
The COPILOT HUB transition experience showcases a consistent 95% same-day turnaround* for detailed patient-specific medical and pharmacy benefit processes. Correlations underscore the impact of heightened HUB utilization on increased case volume and substantial sales plus brand growth. Emphasizing dedication to quality, the study highlights a 99% accuracy in benefits data, supported by a robust follow-up mechanism achieving a 90% success rate in error remediation.

Increase In Growth Over Time Through HUB Enrollments



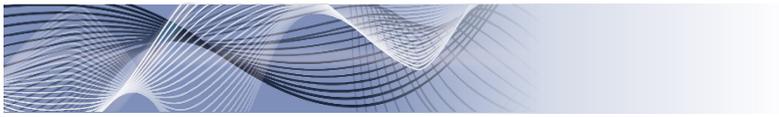
This data underscores growth over time, revealing a direct correlation between HUB utilization and an increase in both case volume and effectiveness within the sales team. As HUB utilization rises, a corresponding escalation in case volume is observed, demonstrating a clear link to the overall growth and success of the brand.

Case Volume - Online Vs Fax



Over the course of time, COPILOT not only led to a remarkable surge in case volume, skyrocketing to three times its initial figures over four years, but also facilitated the transition from manual to digital processes. This strategic shift significantly reduced manual processes, particularly the reliance on fax-based methods but also contributed to heightened adoption rates and improved data quality.

* Same day turnaround if submitted by 4pm eastern standard time

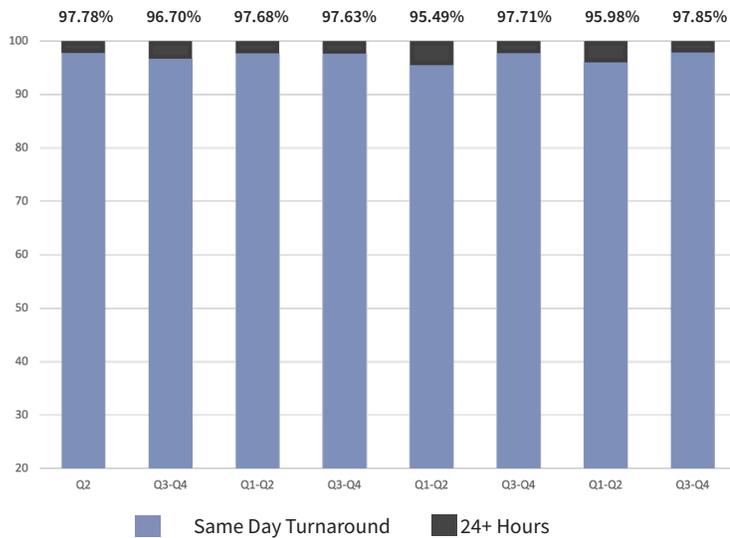


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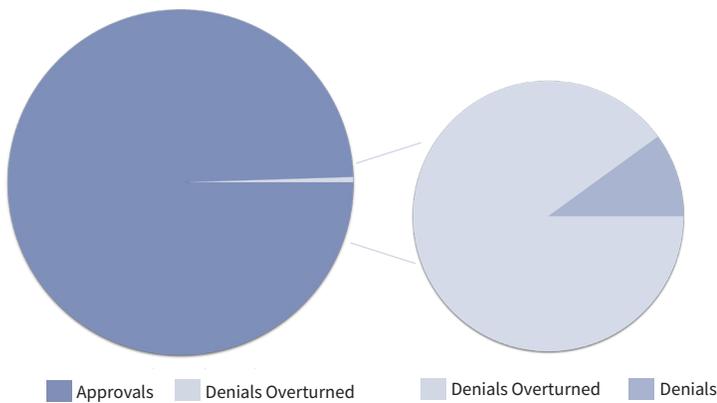
Transitions Can Drive Long-Term Client Success

Same Day Turnaround On Benefits



Regardless of the volume, turnaround times consistently exceed 95%, ensuring a same-day completion for detailed, actual patient-specific medical and pharmacy benefit processes.

Denials Rate



The advancements showcased in the charts underscore the vital role of quality and accurate data, affirming that “it doesn’t mean anything without precision.” With an overall benefits accuracy rate surpassing 99%, COPILOT’s commitment to excellence is evident. Notably, in addressing errors, COPILOT’s proactive follow-up achieves a 90% success rate, emphasizing the importance of accurate data in shaping reliable outcomes.

➤ The COPILOT HUB Transition Experience underscores the critical role of accuracy in prescription processes, demonstrating the interplay between heightened HUB utilization, increased case volume, and tangible growth, supported by a robust commitment to data accuracy and error remediation.

➤ COPILOT’s focus on HUB utilization precision is crucial for optimizing patient experience.

* Same day turnaround if submitted by 4pm eastern standard time