

# What is the Patient Assurance program at Express Scripts?

Customers enrolled in the Patient Assurance program were more likely to adhere to medication and have lower health care costs, shows a new study from Express Scripts.

Since launching in 2020, the Express Scripts Patient Assurance® program has been providing financial relief to customers in participating plans by capping costs at \$25 for a 30-day supply of insulin, as well as other select diabetes and cardiovascular medications.

New research from Express Scripts found that the program succeeded in its goal to help participants stay on track with their Type 2 diabetes treatments. Overall, customers improved adherence to their treatments by 2.5%, and even more remarkably, customers with household incomes less than \$50K improved adherence by 5.7%.



About 10% of Americans have been diagnosed with diabetes and treatment costs can be high. The Patient Assurance program has been shown to reduce costs and improve outcomes.

About 10% of Americans have been diagnosed with diabetes, while approximately 30% of American adults have prediabetes. Of Americans with diabetes, 36.6% do not follow their prescribed treatment plan.

When people regularly skip or halve a dose of their diabetes medication (also known as nonadherence), it results in 50% higher ER visit costs on average, nearly twice as high inpatient costs, and nearly \$500 per person in higher total health care costs. However, our study found

that patients with Type 2 diabetes who were enrolled in Patient Assurance paid \$1,151 less in total medical costs than patients who were not enrolled.

Affordable diabetes treatment is critical for those who are already financially vulnerable and most likely to face the choice between paying for medications or other expenses. During the height of the pandemic in 2020, nearly 70% of patients had to make personal or financial sacrifices to afford prescribed medications. Almost 10% said they cut pills in half or skipped doses because of cost.

Taking the right medications when and how they're prescribed can be life changing – as well as lifesaving – for patients with chronic conditions. The Patient Assurance program is just one of the ways that we're delivering on our strategy to make health care affordable, predictable, and simple.



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