## FINANCIAL RENEWAL AND TERMS AMENDMENT

This Amendment ("Amendment") is made to the Administrative Services Agreement ("Agreement") by and between United HealthCare Services, Inc. ("United") and Guilford County ("Customer"), Contract No. 706281, and is effective on January 1, 2022 unless otherwise specified.

Any capitalized terms used in this Amendment have the meanings shown in the Agreement. These terms may or may not have been capitalized in prior contractual documents between the parties but will have the same meaning as if capitalized.

The agreements that are being amended include any and all amendments, if any, that are effective prior to the effective date of this Amendment.

Nothing shown in this Amendment alters, varies or affects any of the terms, provisions or conditions of the agreements other than as stated herein.

The parties, by signing below, agree to amend the agreements as contained herein.

| Guilford County        | United HealthCare Services, Inc. |  |
|------------------------|----------------------------------|--|
| ByAuthorized Signature | ByAuthorized Signature           |  |
| Print Name             | Print Name                       |  |
| Print Title            | Print Title                      |  |
| Date                   | Date                             |  |

Renewal 4Q 2021

### The Administrative Services Agreement is amended on January 1, 2022 as noted below.

This Amendment will not affect any of the terms, provisions or conditions of the Agreement except as stated herein. Following the Effective Date and after Customer has provided one (1) months' worth of claims funding, this Amendment is deemed executed by the parties.

# <u>The definition of Proprietary Business Information in Section 1 – Definitions is replaced in its entirety with</u> the following definition:

**Confidential Information:** Information disclosed or made available by a Party in connection with this Agreement, including without limitation the following, regardless of form or the manner in which it is furnished: (a) pricing, discounts, reimbursement terms, payment methodologies and payment processes, compensation arrangements and any similar commercial information and (b) data, information, statistics, trade secrets and any information about business, costs, operations, techniques, know-how or intellectual property. Any material that is derived from or developed from Confidential Information will be deemed Confidential Information for purposes of this Agreement, regardless of the person creating, disclosing or making available such material. Any Confidential Information included in preparations, proposals, scope documents, discussions, findings, summaries, reports and conclusions remain Confidential Information.

Confidential Information does not include: (a) information that is or becomes generally available to the public other than as a result of a disclosure by a receiving Party in violation of this Agreement or other agreement between the Customer and United, (b) information either obtained from a third party or already in a receiving Party's possession before receipt from the other Party, if the receiving Party can demonstrate such information was lawfully obtained and not subject to another obligation of confidentiality, and (c) information independently developed without reference to Confidential Information, if the receiving Party can demonstrate such independence through contemporaneous written records.

# <u>Sections 9.4 Proprietary Business Information and 9.2 Access to Information are] replaced entirely with the following:</u>

**Section 9.2 Use of Confidential Information.** Neither Party may disclose the other's Confidential Information to any person or entity other than to the receiving Party's employees and Business Associates needing access to such information to administer the Plan, to perform under this Agreement, or as otherwise permitted under this Agreement.

Notwithstanding the foregoing, (i) United may disclose Customer Confidential Information to its affiliates and subcontractors as needed for those entities to provide services under this Agreement, (ii) Customer will not be prohibited from providing provider-specific cost or quality of care information or data, through a consumer engagement tool or any other means, to referring providers, the Plan Sponsor, Participants, or individuals eligible to become Participants of the Plan, to the extent required by Law, (iii) Customer may only use United's Confidential Information for Plan administration purposes and (iv) before United's Confidential Information can be disclosed, United may require a mutually agreed upon confidentiality agreement consistent with Law.

Neither party may sell, license or grant any other rights to the other Party's Confidential Information.

If a Party is requested or required to disclose Confidential Information by subpoena, legal process or applicable law, including public records acts, such Party shall (to the extent permitted by law), provide the other Party with immediate written notice of that request or requirement. Such Party shall reasonably cooperate in any efforts by the other Party to seek an appropriate protective order or other remedy or otherwise challenge or narrow the scope of that disclosure request or requirement. If a protective order or other remedy is not obtained, such Party shall furnish only that portion of the Confidential Information that is legally required.

If Customer requests that United provide information about the Plan that is in United's possession after the Agreement terminates and any applicable run out period has expired, then United may, in its discretion, provide such information subject to a fee.

# <u>All references to out of network programs in the Agreement, each as applicable, are replaced in their entirety. As such, Section 4.3 Managed Care Network Services is amended to include the following sub-section:</u>

**Out of Network Programs**. United offers out of network programs that strive to increase savings to Customer by accessing discounts or negotiating reductions on out of network claims. United offers a mix of out of network programs that offer varying degrees of discounts, consumer advocacy, and cost controls. Customers elected out of network programs are identified in Exhibit A – Fees. Programs are subject to change or termination at United's discretion.

#### **EXHIBIT B – FEES**

The Medical Fees ("Fees") are as stated below. Customer acknowledges that Fees paid for administrative services are reasonable. If authorized by Customer pursuant to this Agreement or by subsequent authorization, certain Fees will be paid through a withdrawal from the Bank Account. These Fees do not include state or Federal surcharges, assessments, or similar Taxes imposed by governmental entities or agencies on the Plan or United, including but not limited to those imposed pursuant to The Patient Protection and Affordable Care Act of 2010, as amended from time to time as these are the responsibility of the Plan.

#### **Medical Fees**

# The following financial terms are effective for the period January 1, 2022 through December 31, 2022, unless otherwise specified.

The Medical Fees ("Fees" described below, excluding optional and non-standard fees, are adjusted as set forth in the applicable performance standard(s).

The Fees listed below are based upon an estimated minimum of 2,761 enrolled Employees.

\$31.19 per Employee per month.

Average Contract Size: 1.96

#### **Payment Integrity Services**

|     | Service Description                                     | Fee   |
|-----|---|---|
| Ad  | vanced Analytics and Recovery                           | 24% of the gross recovery amount              |
| •   | United's large-scale analytics to identify additional   |   |
|     | recovery opportunities.                                 |   |
| •   | Claims re-examined every month for up to 12 months.     |   |
| •   | Post-adjudicated claims.                                |   |
| Cre | edit Balance Recovery                                   | 10% of the gross recovery amount.             |
| •   | Review, validate, and recover credit balances (dollars) |   |
|     | on existing patient accounts through a combination of   |   |
|     | analysis and technology.                                |   |
| •   | On-site at hospitals and facilities.                    |   |
| •   | Post-adjudicated claims.                                |   |
| Fo  | cused Claim Review                                      | 22% of the gross recovery amount.             |
| •   | Review of claims for inappropriate billing of services  |   |
|     | not documented in clinical notes.                       |   |
| •   | Board certified, same-specialty medical directors.      |   |
|     | Pre-adjudicated claims or post-adjudicated claims.      |   |
| Fra | uud, Waste, and Abuse Management                        | 22% of the gross recovery or prevented amount |
| •   | Detection and recovery of wasteful, abusive, and/or     |   |
|     | fraudulent claims.                                      |   |
| •   | Search claims for patterns which indicate possible      |   |
|     | waste or error by identifying specific claims for       |   |
|     | additional review.                                      |   |
| •   | Pre-adjudicated claims or post-adjudicated claims.      |   |
| Ho  | spital Bill and Premium Audit Services                  | 22% of the gross recovery amount              |
| •   | In-depth review of hospital medical records or other    | · · · ·                                       |
|     | related documentation compared to claimed amounts to    |   |
|     | ensure billing accuracy.                                |   |
| •   | Post-adjudicated claims.                                |   |

| Lit | igation and Arbitration Fees for Recoveries            | Outside attorneys' fees and costs or administrative process    |
|-----|--|--|
| •   | Litigation, arbitration, or other judicial process to  | fees will be deducted from the gross recovery prior to the     |
|     | recover any Overpayments and other Plan recovery       | assessment of any applicable United fees (as indicated in this |
|     | opportunities.   | Exhibit).  |
| •   | Outside attorneys' fees and costs or administrative    |  |
|     | process fees directly incurred with litigation,        |  |
|     | arbitration, or other judicial process.                |  |
| •   | Pre-adjudicated claims or post-adjudication claims.    |  |
| Thi | rd Party Liability - Subrogation and Injury            | 33.33% of the applicable savings amount.                       |
| Co  | verage Coordination                                    |  |
| •   | Services to prevent the payment of Plan benefits, or   |  |
|     | recover Plan benefits, which should be paid by a third |  |
|     | party.   |  |
| •   | Does not include benefits paid in connection with      |  |
|     | coordination of benefits, Medicare, or other           |  |
|     | Overpayments.  |  |
| •   | Pre-adjudicated claims or post-adjudicated. claims.    |  |
| •   | Customer will not engage any entity except United to   |  |
|     | provide such services without prior United approval.   |  |

| Service Description   | Fee   |  |  |
|---|---|--|--|
| Consolidated Appropriations Act, 2021 ("CAA") Support   | For the 2022 plan year, United will not charge separate |  |  |
| Services. United will support Customer's compliance with the                                    | services fees outside of base rates for the CAA Support |  |  |
| requirements of the CAA, including the No Surprises Act   | Services. Customer remains responsible for the \$50     |  |  |
| ("NSA"), by the respective enforcement date as follows:   | government agency administration assessment and fees    |  |  |
|   | charged by the IDR arbitrator.                          |  |  |
| <ul> <li>NSA medical billing and the independent dispute</li> </ul>                             |   |  |  |
| resolution ("IDR"):   |   |  |  |
| • United will determine if a claim is subject to the NSA  |   |  |  |
| billing protections.  |   |  |  |
| • If United and a provider are unable to come to an   |   |  |  |
| agreement within the prescribed negotiation period  |   |  |  |
| for a claim subject to the NSA billing protections,   |   |  |  |
| United will manage, direct, and make decisions and submissions to support the IDR for Customer. |   |  |  |
| <ul> <li>All qualifying payment amounts under the NSA will</li> </ul>                           |   |  |  |
| be calculated based on an insurance market across all   |   |  |  |
| self-insured group health plans administered by   |   |  |  |
| United.   |   |  |  |
| • United will not be using third party provider networks  |   |  |  |
| for services covered by the NSA.  |   |  |  |
| • The fees for programs in which the parties share in   |   |  |  |
| the savings achieved off a provider's billed charge   |   |  |  |
| will continue to apply to all services covered under  |   |  |  |
| the NSA.  |   |  |  |
| <ul> <li>Customer shall fund all settlement amounts and</li> </ul>                              |   |  |  |
| payments required as a result of any IDR process  |   |  |  |
| decision through the Bank Account.  |   |  |  |
| • Customer shall fund the \$50 IDR administration fee   |   |  |  |
| and all IDR arbitrator fees through the Bank Account.   |   |  |  |
| Revised medical Plan ID cards (if United provides Plan     Destriction of the provides plan     |   |  |  |
| Participants with ID cards currently).  |   |  |  |
| Provider directory enhancements.  |   |  |  |
| • Continuity of care and external appeals support for surprise medical bills.                   |   |  |  |
| Support related to Mental Health Parity Non-Quantified  |   |  |  |
| Treatment Limitations audits initiated by the U.S.  |   |  |  |

# **Other Fees**

| <ul> <li>Department of Labor, U.S. Department of Health and<br/>Human Services or the U.S. Department of Treasury.</li> <li>Provide language to support Customer's anti-gag clause<br/>attestation requirement.</li> </ul>   | 25% of the Savings Obtained[, to be paid through a  |
|--|---|
| <ul> <li>Offers a reimbursement methodology applicable to out of network claims which calculates allowed amounts based on what a healthcare provider generally accepts for the same or similar service.</li> <li>Includes an advocacy component where Participants can access dedicated resources, and on-line tools and materials to help Participants stay in network and where assistance is provided in explaining reimbursement methodologies.</li> <li>If the provider objects to what it was paid from the application of the allowed amount, or member contacts United for support with resolving a balance bill, United will increase compensation for a particular claim if: (a) United reasonably concludes that the particular facts and circumstances related to a claim provide justification for reimbursement greater than that which would result from the application of the allowed amount, and (b) United believes that it would serve the best interests of the Plan and its Participants (including interests in avoiding costs and expenses of disputes over payment of claims).</li> </ul> | withdrawal from the Bank Account]. Savings Obtained<br>means the amount that would have been payable to a health<br>care provider if no reductions were achieved, including<br>amounts payable by both the Participant and the Plan,<br>minus the amount that is payable to the health care<br>provider after the application of the reimbursement<br>calculation, including amounts payable by both the<br>Participant and the Plan.<br>The fee per individual claim will not exceed \$15,000. |
| External Reviews   | If and when applicable, for each subsequent external review<br>beyond the limited number of free reviews based upon<br>Customer's total enrollment, a fee of \$500 will apply per<br>review.  |
| Run-out Claims Administration  | Two months of Administration Fees.  |
| 6 months of runout   |   |

**Disclosure**: A United affiliate provides payment services to the healthcare industry and offers medical providers with various payment methods and options, including electronic payments, virtual cards and checks. Some options are available to medical providers for a fee and may result in the receipt of transaction fees or other compensation (e.g., 1% to 3% of the total transaction amount) by a United affiliate. This has no impact on the Fees paid by Customer under this Agreement.

## **Credits**

\$100,000 Wellness Allowance, no rollover into the next plan year is allowed.

\$50,000 Technology/Communications Allowance

# **EXHIBIT B – PERFORMANCE GUARANTEES FOR HEALTH BENEFITS**

#### Contract Number 706281

#### The following financial terms are effective for the period January 1, 2022 through December 31, 2022.

The Fees at risk do not include Customer-elected optional and non-standard programs Fees, all credits, Payment Integrity Programs Fees, Out-of-Network Programs Fees, Commission Funds, Consultant Funds, and ancillary product Fees.

The Fees payable by Customer under this Agreement will be adjusted through a credit to its fees in accordance with the performance guarantees set forth below unless otherwise defined in the guarantee. Unless otherwise specified, these guarantees apply to medical benefits and are effective for the period beginning January 1, 2022 through December 31, 2022 ("Guarantee Period"). With respect to the aspects of United's performance addressed in this exhibit, these fee adjustments are Customer's exclusive financial remedies.

United shall not be required to meet any of the guarantees provided for in this Agreement or amendments thereto to the extent United's failure is due to Customer's actions or inactions or if United fails to meet these standards due to fire, embargo, strike, war, accident, act of God, acts of terrorism or United's required compliance with any law, regulation, or governmental agency mandate or anything beyond United's reasonable control.

Prior to the end of the Guarantee Period, and provided that this Agreement remains in force, United may specify to Customer in writing new performance guarantees for the subsequent Guarantee Period. If United specifies new performance guarantees, United will also provide Customer with a new Exhibit that will replace this Exhibit for that subsequent Guarantee Period.

Claim is defined as an initial and complete written request for payment of a Plan benefit made by an enrollee, physician, or other healthcare provider on an accepted format. Unless stated otherwise, the claims are limited to medical claims processed through the UNET claims systems. Claims processed and products administered through any other system, including claims for other products such as vision, dental, flexible spending accounts, health reimbursement accounts, health savings accounts, or pharmacy coverage, are not included in the calculation of the performance measurements. Also, services provided under capitated arrangements are not processed as a typical claim, therefore capitated payments are not included in the performance measurements.

|                     | Claim Operations   |                  |              |
|---------------------|--|------------------|--------------|
|                     | Time to Process in 10 Days   |                  |              |
| Definition          | Definition The percentage of all claims United receives will be processed within the designated number of business days of receipt.                    |                  | usiness days |
|                     | Percentage of claims processed   |                  | 94%          |
| Measurement         | Time to process, in business days or less after receipt of claim   | business<br>days | 10           |
| Criteria            | Standard claim operations reports  |                  |              |
| Level               | Site Level   |                  |              |
| Period              | Annually   |                  |              |
| Payment Period      | Annually   |                  |              |
| Fees at Risk        | Total Dollars at Risk for this metric  |                  | \$21,429     |
| Payment Amount      | Of the Fees at Risk for this metric, percentage at risk for each gradient  |                  | 20%          |
| Gradients           | 11 business days   |                  |              |
|                     | 12 business days   |                  |              |
|                     | 13 business days   |                  |              |
|                     | 14 business days   |                  |              |
|                     | 15 business days or more   |                  |              |
| Procedural Accuracy |  |                  |              |
| Definition          | Definition Procedural accuracy rate of not less than the designated percent.   |                  |              |
| Measurement         | Percentage of claims processed without procedural (i.e. non-financial) errors  |                  | 97%          |
| Criteria            | Statistically significant random sample of claims processed is reviewed to determine dollars processed without procedural (i.e. non-financial) errors. | ne the percent   | age of claim |

| Level   | Office Level   |  |  |
|---|--|--|--|
| Period  | Annually   |  |  |
| Payment Period  | Annually   |  |  |
| Fees at Risk  | Total Dollars at Risk for this metric  |  | \$21,429   |
| Payment Amount  | Of the Fees at Risk for this metric, percentage at risk for each gradient  |  | <u>321,429</u><br>20%  |
| Gradients   | 96.99% - 96.50%  |  | 20%  |
| Oraclents   | 96.49% - 96.00%  |  |  |
|   | 95.99% - 95.50%  |  |  |
|   | 95.49% - 95.00%  |  |  |
|   | Below 95.00%   |  |  |
|   |  |  |  |
| Definition  | Dollar Accuracy (DAR)           Dollar accuracy rate of not less than the designated percent in any quarter.   |  |  |
| Measurement   | Percentage of claims dollars processed accurately  | (  | 99%  |
|   | Statistically significant random sample of claims processed is reviewed to determine   |  |  |
| Criteria  | dollars processed correctly out of the total claim dollars paid.   | the percentage   | or claim   |
| Level   | Office Level   |  |  |
| Period  | Annually   |  |  |
| Payment Period  | Annually   |  |  |
| Fees at Risk  | Total Dollars at Risk for this metric  |  | \$21,429   |
| Payment Amount  | Of the Fees at Risk for this metric, percentage at risk for each gradient  |  | 20%  |
| Gradients   | 98.99% - 98.50%  | -  |  |
|   | 98.49% - 98.00%  |  |  |
|   | 97.99% - 97.50%  |  |  |
|   | 97.49% - 97.00   |  |  |
|   | Below 97.00%   |  |  |
|   | Member Phone Service   |  |  |
| Customer's Particip<br>center and/or level.<br>Participants, nor do   | rantees and standards apply to Participant calls made to the customer care center<br>bants. If Customer elects a specialized phone service model the results may be blended.<br>They do not include calls made to care management personnel and/or calls to the sen<br>they include calls for services/products other than medical, such as mental health/subb   | with more than<br>nor center for<br>stance abuse, p  | n one call<br>Medicare<br>pharmacy   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do   | bants. If Customer elects a specialized phone service model the results may be blended<br>They do not include calls made to care management personnel and/or calls to the sen  | with more than<br>nor center for<br>stance abuse, p  | n one call<br>Medicare<br>pharmacy   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do   | bants. If Customer elects a specialized phone service model the results may be blended.<br>They do not include calls made to care management personnel and/or calls to the sen<br>be they include calls for services/products other than medical, such as mental health/sub-<br>ed is Customer's pharmacy benefit services administrator), dental, vision, Health Saving   | with more than<br>ior center for<br>stance abuse, p<br>gs Account, etc   | n one call<br>Medicare<br>pharmacy<br>c.   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite   | bants. If Customer elects a specialized phone service model the results may be blended.<br>They do not include calls made to care management personnel and/or calls to the sen<br>of they include calls for services/products other than medical, such as mental health/subset<br>of is Customer's pharmacy benefit services administrator), dental, vision, Health Saving<br><b>Average Speed of Answer</b><br>Calls will sequence through United's phone system and be answered by custor<br>parameters set forth.   | with more than<br>tior center for<br>stance abuse, p<br>gs Account, etc<br>mer service w   | n one call<br>Medicare<br>pharmacy<br>c.<br>vithin the   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition   | bants. If Customer elects a specialized phone service model the results may be blended.<br>They do not include calls made to care management personnel and/or calls to the sen<br>of they include calls for services/products other than medical, such as mental health/subset<br>of is Customer's pharmacy benefit services administrator), dental, vision, Health Saving<br><b>Average Speed of Answer</b><br>Calls will sequence through United's phone system and be answered by custor<br>parameters set forth.<br>Percentage of calls answered   | with more than<br>tior center for<br>stance abuse, p<br>gs Account, etc<br>mer service w   | n one call<br>Medicare<br>pharmacy<br>c.<br>vithin the<br>100%   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement  | bants. If Customer elects a specialized phone service model the results may be blended.<br>They do not include calls made to care management personnel and/or calls to the sen<br>of they include calls for services/products other than medical, such as mental health/subset<br>of is Customer's pharmacy benefit services administrator), dental, vision, Health Saving<br>Average Speed of Answer<br>Calls will sequence through United's phone system and be answered by custor<br>parameters set forth.<br>Percentage of calls answered<br>Time answered in seconds, on average  | with more than<br>tior center for<br>stance abuse, p<br>gs Account, etc<br>mer service w   | n one call<br>Medicare<br>pharmacy<br>c.<br>vithin the   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria  | bants. If Customer elects a specialized phone service model the results may be blended.         They do not include calls made to care management personnel and/or calls to the sen         they include calls for services/products other than medical, such as mental health/subset         as Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls   | with more than<br>tior center for<br>stance abuse, p<br>gs Account, etc<br>mer service w   | n one call<br>Medicare<br>pharmacy<br>c.<br>/ithin the<br>100%   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level   | bants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         they include calls for services/products other than medical, such as mental health/subset         as Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account  | with more than<br>tior center for<br>stance abuse, p<br>gs Account, etc<br>mer service w   | n one call<br>Medicare<br>pharmacy<br>c.<br>/ithin the<br>100%   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period   | bants. If Customer elects a specialized phone service model the results may be blended.         They do not include calls made to care management personnel and/or calls to the sen         between they include calls for services/products other than medical, such as mental health/subset is Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually  | with more than<br>tior center for<br>stance abuse, p<br>gs Account, etc<br>mer service w   | n one call<br>Medicare<br>pharmacy<br>c.<br>/ithin the<br>100%   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period   | Deants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         Deants. If Customer's pharmacy benefit services administrator), dental, such as mental health/subset         Deants is Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Annually   | with more than<br>tior center for<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>seconds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30                                      |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk   | bants. If Customer elects a specialized phone service model the results may be blended<br>They do not include calls made to care management personnel and/or calls to the sen<br>they include calls for services/products other than medical, such as mental health/subset<br>as Customer's pharmacy benefit services administrator), dental, vision, Health Saving<br>Average Speed of Answer<br>Calls will sequence through United's phone system and be answered by custor<br>parameters set forth.<br>Percentage of calls answered<br>Time answered in seconds, on average<br>Standard tracking reports produced by the phone system for all calls<br>Team that services Customer's account<br>Annually<br>Annually<br>Total Dollars at Risk for this metric   | with more than<br>tior center for 5<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>seconds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429                          |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount   | bants. If Customer elects a specialized phone service model the results may be blended<br>They do not include calls made to care management personnel and/or calls to the sen<br>they include calls for services/products other than medical, such as mental health/subb<br>d is Customer's pharmacy benefit services administrator), dental, vision, Health Saving<br><b>Average Speed of Answer</b><br>Calls will sequence through United's phone system and be answered by custor<br>parameters set forth.<br>Percentage of calls answered<br>Time answered in seconds, on average<br>Standard tracking reports produced by the phone system for all calls<br>Team that services Customer's account<br>Annually<br>Annually<br>Total Dollars at Risk for this metric<br>Of the Fees at Risk for this metric, percentage at risk for each gradient   | with more than<br>tior center for 5<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>seconds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30                                      |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk   | Deants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         Deants. If Customer's pharmacy benefit services administrator), dental, such as mental health/subset         Deants is Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less  | with more than<br>tior center for 5<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>seconds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429                          |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount   | bants. If Customer elects a specialized phone service model the results may be blended<br>They do not include calls made to care management personnel and/or calls to the sen<br>they include calls for services/products other than medical, such as mental health/subb<br>d is Customer's pharmacy benefit services administrator), dental, vision, Health Saving<br><b>Average Speed of Answer</b><br>Calls will sequence through United's phone system and be answered by custor<br>parameters set forth.<br>Percentage of calls answered<br>Time answered in seconds, on average<br>Standard tracking reports produced by the phone system for all calls<br>Team that services Customer's account<br>Annually<br>Annually<br>Total Dollars at Risk for this metric<br>Of the Fees at Risk for this metric, percentage at risk for each gradient<br>32 seconds or less<br>34 seconds or less   | with more than<br>tior center for 5<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>seconds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429                          |
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| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount   | bants. If Customer elects a specialized phone service model the results may be blended<br>They do not include calls made to care management personnel and/or calls to the sen<br>they include calls for services/products other than medical, such as mental health/subb<br>d is Customer's pharmacy benefit services administrator), dental, vision, Health Saving<br><b>Average Speed of Answer</b><br>Calls will sequence through United's phone system and be answered by custor<br>parameters set forth.<br>Percentage of calls answered<br>Time answered in seconds, on average<br>Standard tracking reports produced by the phone system for all calls<br>Team that services Customer's account<br>Annually<br>Annually<br>Total Dollars at Risk for this metric<br>Of the Fees at Risk for this metric, percentage at risk for each gradient<br>32 seconds or less<br>34 seconds or less<br>35 seconds or less<br>36 seconds or less<br>37 seconds or less<br>38 seconds or less<br>38 seconds or less<br>38 seconds or less<br>39 seconds or less<br>30 seconds or less<br>30 seconds or less<br>31 seconds or less<br>32 seconds or less<br>33 seconds or less<br>34 seconds or less<br>35 seconds or less<br>36 seconds or less<br>37 seconds or less<br>38 seconds or less<br>39 seconds or less<br>30 seconds or less<br>30 seconds or less<br>31 seconds or less<br>32 seconds or less<br>33 seconds or less<br>34 seconds or less<br>35 seconds or less<br>36 seconds or less<br>37 seconds or less<br>38 seconds or less<br>39 seconds or less<br>30 seconds or less<br>30 seconds or less<br>31 seconds | with more than<br>tior center for 5<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>seconds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429                          |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when United<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients   | Deants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         Deants. If Customer's pharmacy benefit services administrator), dental, such as mental health/subset         Deants Calls will sequence through United's phone system and be answered by custor         parameters set forth.         Percentage of calls answered         Time answered in seconds, on average         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Annually         Total Dollars at Risk for this metric.         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         34 seconds or less         36 seconds or less         38 seconds or less  | with more than<br>tior center for 5<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>seconds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429                          |
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| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when United<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients<br>Definition   | bants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         be they include calls for services/products other than medical, such as mental health/subsed         be dis Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         36 seconds or less         38 seconds or less   | with more than<br>nor center for<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>econds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429<br>20%                   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when United<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients<br>Definition<br>Measurement  | pants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         they include calls for services/products other than medical, such as mental health/subset         dis Customer's pharmacy benefit services administrator), dental, vision, Health Saving <b>Average Speed of Answer</b> Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds or less         38 seconds or less         38 seconds or less         39 seconds or less         30 seconds or less  | with more than<br>nor center for<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>econds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429<br>20%                   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients<br>Definition<br>Measurement<br>Criteria   | bants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         be they include calls for services/products other than medical, such as mental health/subsed         be dis Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         36 seconds or less         38 seconds or less   | with more than<br>nor center for<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>econds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429<br>20%                   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when Unite<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients<br>Definition<br>Measurement<br>Criteria<br>Level  | bants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         they include calls for services/products other than medical, such as mental health/subsed         dis Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor         parameters set forth.         Percentage of calls answered         Time answered in seconds, on average         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds or less         38 seconds or less         38 seconds or less         38 seconds or less         39 seconds or less         316 reater than 38 seconds         The average call abandonment rate will be no greater than the percentage set forth         Percentage of total incoming calls to customer service abandoned, on average<  | with more than<br>nor center for<br>stance abuse, p<br>gs Account, etc<br>mer service w<br>econds  | n one call<br>Medicare<br>pharmacy<br>c.<br>//ithin the<br>100%<br>30<br>\$21,429<br>20%                   |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when United<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period   | bants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         be they include calls for services/products other than medical, such as mental health/subsed         be dis Customer's pharmacy benefit services administrator), dental, vision, Health Saving <b>Average Speed of Answer</b> Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds or less         38 seconds or less         39 seconds or less         39 seconds or less         31 seconds         32 seconds or less         33 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds or less  | with more than<br>it or center for istance abuse, p<br>gs Account, etc<br>mer service w<br>seconds i<br>istance abuse, p<br>mer service w<br>istance abuse, p<br>istance abu | n one call<br>Medicare<br>pharmacy<br>c.<br>//thin the<br>100%<br>30<br>\$21,429<br>20%<br>22%<br>\$21,429 |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when United<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Period<br>Fees at Risk<br>Payment Amount | bants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         they include calls for services/products other than medical, such as mental health/subsed         is Customer's pharmacy benefit services administrator), dental, vision, Health Saving         Average Speed of Answer         Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds or less         38 seconds or less         38 seconds or less         39 seconds or less         31 seconds         32 seconds or less         33 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds         The average ca   | with more than<br>it or center for istance abuse, p<br>gs Account, etc<br>mer service w<br>seconds i<br>istance abuse, p<br>mer service w<br>istance abuse, p<br>istance abu | n one call<br>Medicare<br>pharmacy<br>c.<br>//thin the<br>100%<br>30<br>\$21,429<br>20%                    |
| Customer's Particip<br>center and/or level.<br>Participants, nor do<br>(except when United<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk<br>Payment Amount<br>Gradients<br>Definition<br>Measurement<br>Criteria<br>Level<br>Period<br>Payment Period<br>Fees at Risk   | bants. If Customer elects a specialized phone service model the results may be blended         They do not include calls made to care management personnel and/or calls to the sen         be they include calls for services/products other than medical, such as mental health/subsed         be dis Customer's pharmacy benefit services administrator), dental, vision, Health Saving <b>Average Speed of Answer</b> Calls will sequence through United's phone system and be answered by custor parameters set forth.         Percentage of calls answered         Time answered in seconds, on average       s         Standard tracking reports produced by the phone system for all calls         Team that services Customer's account         Annually         Total Dollars at Risk for this metric         Of the Fees at Risk for this metric, percentage at risk for each gradient         32 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds or less         38 seconds or less         39 seconds or less         39 seconds or less         31 seconds         32 seconds or less         33 seconds or less         34 seconds or less         35 seconds or less         36 seconds or less         37 seconds or less  | with more than<br>it or center for istance abuse, p<br>gs Account, etc<br>mer service w<br>seconds i<br>istance abuse, p<br>mer service w<br>istance abuse, p<br>istance abu | n one call<br>Medicare<br>pharmacy<br>c.<br>//thin the<br>100%<br>30<br>\$21,429<br>20%<br>22%<br>\$21,429 |

|                | 3.01% - 3.50%  |                 |               |
|----------------|--|-----------------|---------------|
|                | 3.51% - 4.00%  |                 |               |
|                | Greater than 4.00%   |                 |               |
|                | Call Quality Score   |                 |               |
| Definition     | Maintain a call quality score of not less than the percent set forth   |                 |               |
| Measurement    | Call quality score to meet or exceed   |                 | 93%           |
| Criteria       | Random sampling of calls is each assigned a customer service quality score, using  | g United's stan | dard internal |
| Cincina        | call quality assurance program.  |                 |               |
| Level          |  |                 |               |
| Period         | Annually   |                 |               |
| Payment Period | Annually   |                 |               |
| Fees at Risk   | Total Dollars at Risk for this metric  |                 | \$21,429      |
| Payment Amount | Of the Fees at Risk for this metric, percentage at risk for each gradient  |                 | 20%           |
| Gradients      | 92.99% - 91.00%  |                 |               |
|                | 90.99% - 89.00%  |                 |               |
|                | 88.99% - 87.00%  |                 |               |
|                | 86.99% - 85.00%  |                 |               |
|                | Below 85.00%   |                 |               |
|                | Satisfaction   |                 |               |
|                | Employee (Member) Satisfaction   |                 |               |
| Definition     | The overall satisfaction will be determined by the question that reads "Overall, ho way we administer your medical health insurance plan?" | w satisfied are | you with the  |
| Measurement    | Percentage of respondents, on average, indicating a grade of satisfied or higher   |                 | 80%           |
|                | Operations standard survey, conducted over the course of the year; may be custom   | er specific for | an additional |
| Criteria       | charge.  |                 |               |
| Level          | Office that services Customer's account  |                 |               |
| Period         | Annually   |                 |               |
| Payment Period | Annually   |                 |               |
| Fees at Risk   | Total Dollars at Risk for this metric  |                 | \$10,714      |
| Payment Amount | Of the Fees at Risk for this metric, percentage at risk for each gradient  |                 | N/A           |
| Gradients      | Not applicable   |                 |               |
|                | Customer Satisfaction  |                 |               |
| Definition     | Definition The overall satisfaction will be determined by the question that reads "How satisfied are you overall with UnitedHealthcare?"   |                 |               |
| Measurement    | Minimum score on a 10-point scale  | score           | 5             |
| Criteria       | Standard Customer Scorecard Survey   |                 |               |
| Level          | Customer specific  |                 |               |
| Period         | Annually   |                 |               |
| Payment Period | Annually   |                 |               |
| Fees at Risk   | Total Dollars at Risk for this metric  |                 | \$10,714      |
| Payment Amount | Of the Fees at Risk for this metric, percentage at risk for each gradient  |                 | N/A           |
| Gradients      | Not applicable   |                 |               |

| Pharmacy Financials |  |            |
|---------------------|--|------------|
| Definition          | Contracted pharmacy rates that will be delivered to You. |            |
| Measurement         |  | 01/01/2022 |
| and Criteria        | Combined Discount Guarantee - Broad Network              |            |
|                     | Retail Brand, Average Wholesale Price (AWP) less         | 18.8%      |
|                     | Retail Generic, AWP less                                 | 83.0%      |
|                     | Mail Order Brand, AWP less                               | 25.0%      |
|                     | Mail Order Generic, AWP less                             | 85.0%      |

|                                | The Guaranteed Discount amount will be determined by multiplying the AWP by guaranteed discount off AWP by each component and adding the amounts togeth  |   |
|--------------------------------|--|---|
|                                | Dispensing Fees - Broad Network  |   |
|                                | Retail Brand   | \$0.40                                    |
|                                | Retail Generic   | \$0.40                                    |
|                                | Dispensing fee totals are calculated by multiplying the actual scripts for each type   | e by the                                  |
|                                | contracted rate for that script type.  |   |
|                                | Fixed Rebate Guarantee (Advantage PDL)   |   |
| -                              | Basis, per script  | Brand                                     |
| -                              | Retail - 30 and 90 Day   | \$180.00                                  |
| -                              | Mail Order   | \$550.04                                  |
| _                              | Specialty  | \$1,954.85                                |
| Level                          | Customer Specific  |   |
| Period                         | Annually   |   |
| Payment<br>Period              | Annually   |   |
| Payment<br>Amount<br>Discounts | The amount the actual discounts are less than the combined guaranteed Retail, M Specialty discount amount.   | ail, and                                  |
| Payment                        |  |   |
| Amount                         | The amount the combined actual dispensing fee exceeds the combined contracted  | l   |
| Dispensing                     | dispensing fee.  |   |
| Fees                           |  |   |
| Payment<br>Amount              | The amount the combined actual Rebate amount is less than the combined guaran  | teed Rebate                               |
| Rebates                        | amount.  |   |
| Conditions                     | Discount & Dispense Fee Specific Conditions  |   |
| -                              | <ul> <li>Discount are based on actual Network Pharmacy brand and generic usage of re order drugs. The guaranteed discount amount will be determined by multiplying the contracted discount rate off AWP by component.</li> <li>Does not apply to items covered under the Plan for which no AWP measure exists.</li> </ul>  | the AWP by                                |
|                                | • Discounts calculated based on AWP less the ingredient cost; discount percentag discounts divided by the AWP. Discounts for retail and mail order generic prescripteresent the average AWP based on savings off Maximum Allowable Cost (MA MAC generics and percentage discount savings off AWP for non-MAC generics. discounts represent the percentage discount savings off of AWP. | ges are the<br>riptions<br>C) pricing for |
| _                              | • The arrangement excludes generic medications launched as an 'at-risk' product, medication with pending litigation, compound drugs, retail out of network claims drugs (for dispensing fee arrangement) and Indian Health Service Claims.   |   |
| _                              | • The Arrangement excludes vaccines.   |   |
| -                              | <ul> <li>The Arrangement includes usual &amp; customary claims, long term care facility cla<br/>affairs facility claims, over-the-counter claims.</li> <li>The Mail Order guarantee includes drugs dispensed for 46 days or greater.</li> </ul>  | aims, veterans'                           |
| -                              | • When a drug is identified as a brand name drug, it will be considered a brand na<br>the calculation of discount guarantees. When a drug is identified as a generic drug<br>considered a generic drug for the calculation of discount guarantees.   |   |
| -                              | <ul> <li>Specialty drugs dispensed outside United's specialty Pharmacy Network are inclured in guarantees. Specialty drugs dispensed through United's specialty Pharmacy excluded from the Retail and Mail guarantees.</li> <li>Drugs in the following Specialty therepeutic categories are included in the retail</li> </ul>  | Network are                               |
| -                              | • Drugs in the following Specialty therapeutic categories are included in the retail None.   | guarantees:                               |

#### **Rebate Specific Conditions**

• Assumes implementation of United's Advantage PDL

• Client directed deviations from the PDL and PDL exclusions or uptiers, or clinical programs may result in changes to pricing and guarantees, which will be factored in at the time of rebate payment and/or reconciliation.

• Calculation of the guaranteed rebate amount will exclude ineligible claims including claims where the plan is not the primary payer, claims approved by formulary exception, claims not covered by Customer's benefit design or PDL, claims from 340B, long term care or federal government pharmacies, claims for non-FDA approved products, compound drugs, consumer card or discount card program claims and direct member reimbursement claims.

• Rebate guarantee payments or reconciliations may be adjusted in the event of a change impacting the level of rebates available due to the introduction of any new product (e.g. biosimilar, authorized brand alternative, lower cost non-Generic Drug alternative) or the reduction of WAC on a Brand Drug subject to Rebates.

United reserves the right to modify or eliminate this arrangement as follows based upon changes in Rebates:

• if changes made to United's PDL, for the purpose of achieving a lower net drug cost for Customer and United's other ASO customers, result in significant reductions to the Rebate level

• in the event that there are material deviations to the anticipated timing of drugs that will come off patent and no longer generate Rebates

• if there is a change impacting the availability or amount of Rebates offered by drug manufacturer(s), including changes related to the elimination or material modification of a drug manufacturer(s) historic models or practices related to the provision of Rebates

• if Customer changes or does not elect an incented plan design

• United will pay Fixed Rebates consistent with the Agreement. To the extent Rebates paid to United exceed the Fixed Rebate amount, We will retain the excess, including any Rebates United may earn on prescription drug products in any tiers not included in this arrangement and any related interest.

• Rebate Administrative Fee: United maintains systems and processes necessary for managing and administering Rebate programs. As consideration for these efforts, pharmaceutical manufacturers pay United administrative fees in addition to Rebates. Rebate Administration fees are included in the guaranteed rebate arrangement.

• Drugs in the following Specialty therapeutic categories are included in the retail per-Brand guarantees: None.

• Vaccines are excluded from the claim counts.

#### **General Conditions**

• All pricing guarantees shall remain in effect for the entire contract period of 01/01/2022 through 12/31/2022 ("Pharmacy Pricing Term"). Each twelve month period is a Guarantee Period.

• Specialty drugs typically covered under the medical benefit (administered / handled by a provider, administered in a physician's office, ambulatory or home infusion), and/or transitioned to the pharmacy benefit, are excluded from all guarantees.

• On mail order drugs, specialty drugs, and retail pharmacy drugs and services including dispensing fees, United will retain the difference between what United reimburses the Network Pharmacy and Customer's payment for a prescription drug product or service.

• Pricing and guarantees assume enrollment of 2,761 Employees and 5,407 Participants; pricing and guarantees may be revised or withdrawn if actual enrollment varies by 10% or more from assumptions.

• The lessor of three logic (non-ZBL) will apply to Participant payments. Participants pay the lessor of the discounted price, the usual and customary charge or the cost share amount.

• All pricing guarantees require the selection of United as the exclusive mail provider.

|  | United will have no financial guarantee obligation under the Agreement for any partial Guarantee Period if Customer terminates prior to the end of the Pharmacy Pricing Term.   |
|--|---|
| • United reserves the right to revise or revoke this arrangement if: a) changes in federal, so other applicable law or regulation require modifications; b) there are material changes to AWP as published by the pricing agency that establishes the AWP as used in these arrangements; c) Customer makes benefit changes that impact the arrangements; d) there material industry change in pricing methodologies resulting in a new source or benchmark |   |
|  | is not accepted within ninety (90) days of the issuance of our initial quote; f) if Customer changes their mail service benefit; g) Customer utilizes a vendor, that facilitates steering members to different drugs or pharmacies to the extent these services impact the financial guarantees under this Agreement. |
| TRRX<br>(06/2021)  |   |

| Specialty Pharmacy |  |  |  |
|--------------------|--|--|--|
|                    | Specialty Pharmacy Discount Guarantee  |  |  |
| Definition         | Specialty drug discount level based on actual specialty drug utilization for the specialty drugs dispensed through United's specialty Pharmacy Network. United reserves the right to change the designation of a drug from specialty to non-specialty based on market conditions.  |  |  |
| Measurement        | Discount targets for individual drugs dispensed through United's specialty Pharmacy Network. See chart below.  |  |  |
|                    | Specialty drugs not included on the list below and dispensed through United's specialty Pharmacy Network will be guaranteed at a discount of 14.0%.  |  |  |
| Criteria           | Actual utilization, using Average Wholesale Price (AWP) in dollars, using our data, of specialty drugs through our specialty Pharmacy Network will be multiplied against the discount targets for the individual drugs to determine the overall discount target dollars. This total will be compared to actual discounts achieved for these drugs during the Guarantee Period. |  |  |
|                    | The overall discount target dollars may be adjusted based on utilization of unlisted drugs to which the separate 14.0% discount applies. This total will be compared to actual discounts achieved for these drugs during the Guarantee Period.   |  |  |
| Level              | Customer Specific  |  |  |
| Period             | Annual   |  |  |
| Payment Period     | Annual   |  |  |
| Payment Amount     | The amount the actual discounts are less than the combined guaranteed Retail, Mail, and Specialty discount amount.   |  |  |
| Conditions         | • Discounts calculated based on the AWP less the ingredient cost; discount percentages are the discounts   |  |  |
|                    | divided by the AWP. Discounts for retail generic prescriptions represent the average savings off AWP based on  |  |  |
|                    | Maximum Allowable Cost (MAC) pricing for MAC generics and percentage discount savings off AWP for non-MAC  |  |  |
|                    | <ul><li>generics. All other discounts represent the percentage discount savings off of AWP.</li><li>Specialty drugs dispensed outside United's specialty Pharmacy Network, drugs for which no AWP measure</li></ul>  |  |  |
|                    | <ul> <li>exists and non-drug items are excluded.</li> <li>Listed drugs which cease to be defined as specialty drugs during the Guarantee Period will be reconciled outside of the Specialty Pharmacy guarantee in the channel in which they are dispensed (retail or mail order).</li> </ul>   |  |  |
|                    | • Specialty drugs typically covered under the medical benefit (administered / handled by a provider, administered in a physician's office, ambulatory or home infusion), and/or transitioned to the pharmacy benefit, are excluded from all guarantees.  |  |  |

|                            | <ul> <li>United reserves the right to revise or revoke this guarantee if: a) changes in federal, state or other applicable law or regulation require modifications; b) there are material changes to the AWP as published by the pricing agency that establishes the AWP as used in this guarantee; c) Customer makes benefit changes that in the guarantee;</li> <li>d) there is a material industry change in pricing methodologies resulting in a new source or benchmark</li> <li>On specialty drugs, United will retain the difference between what United reimburses the N Pharmacy and Customer's payment for a prescription drug product or service.</li> </ul> |                                 |                            |            |                                 |
|----------------------------|---|---------------------------------|----------------------------|------------|---------------------------------|
| Specialty Drug<br>Category | Drug Name   | Guarantee<br>Pricing<br>(AWP-%) | Specialty Drug<br>Category | Drug Name  | Guarantee<br>Pricing<br>(AWP-%) |
|                            | ADANESD   | 16.20/                          | INFLAMMATORY               |            |                                 |
| ANEMIA                     | ARANESP   | 16.2%                           | CONDITIONS<br>INFLAMMATORY | KEVZARA    | 11.6%                           |
| ANEMIA                     | EPOGEN  | 15.0%                           | CONDITIONS                 | KINERET    | 15.2%                           |
|                            | DDOCDIT   | 15 20/                          | INFLAMMATORY               |            | 14.20/                          |
| ANEMIA                     | PROCRIT   | 15.3%                           | CONDITIONS<br>INFLAMMATORY | OLUMIANT   | 14.2%                           |
| ANEMIA                     | RETACRIT  | 15.8%                           | CONDITIONS                 | ORENCIA    | 15.9%                           |
|                            |   |                                 | INFLAMMATORY               |            |                                 |
| ANTICONVULSANT             | DIACOMIT  | 14.2%                           | CONDITIONS                 | OTEZLA     | 15.2%                           |
| ANTICONVULSANT             | EPIDIOLEX   | 14.2%                           | INFLAMMATORY<br>CONDITIONS | RIDAURA    | 15.8%                           |
|                            |   | 14.270                          | INFLAMMATORY               |            | 15.670                          |
| ANTICONVULSANT             | FINTEPLA  | 12.1%                           | CONDITIONS                 | RINVOQ     | 15.8%                           |
| ANTIHYPERLIPIDE            |   | 14.00/                          | INFLAMMATORY               |            | 10.10                           |
| MIC                        | JUXTAPID  | 14.9%                           | CONDITIONS<br>INFLAMMATORY | SILIQ      | 13.1%                           |
| ANTI-INFECTIVE             | ARIKAYCE  | 14.7%                           | CONDITIONS                 | SIMPONI    | 15.8%                           |
|                            |   |                                 | INFLAMMATORY               |            |                                 |
| ANTI-INFECTIVE             | DARAPRIM  | 14.2%                           | CONDITIONS                 | SKYRIZI    | 19.7%                           |
| ANTI INFECTIVE             | DVDIMETHAMINE   | 14.20/                          | INFLAMMATORY               |            | 15 90/                          |
| ANTI-INFECTIVE             | PYRIMETHAMINE   | 14.2%                           | CONDITIONS<br>INFLAMMATORY | STELARA    | 15.8%                           |
| ASTHMA                     | FASENRA   | 14.2%                           | CONDITIONS                 | TALTZ      | 13.1%                           |
|                            |   |                                 | INFLAMMATORY               |            |                                 |
| ASTHMA                     | NUCALA  | 14.2%                           | CONDITIONS                 | TREMFYA    | 15.8%                           |
| CARDIOVASCULA<br>R         | NORTHERA  | 15 704                          | INFLAMMATORY<br>CONDITIONS | XELJANZ    | 15.8%                           |
| CARDIOVASCULA              | NORTHERA  | 15.7%                           | INFLAMMATORY               | ALLJANZ    | 13.870                          |
| R                          | VYNDAMAX  | 16.9%                           | CONDITIONS                 | XELJANZ XR | 15.8%                           |
| CARDIOVASCULA              |   |                                 |                            | DEFERASIRO |                                 |
| R                          | VYNDAQEL  | 14.2%                           | IRON OVERLOAD              | X          | 39.4%                           |
| CNS AGENTS                 | AUSTEDO   | 14.2%                           | IRON OVERLOAD              | EXJADE     | 13.8%                           |
| CNS AGENTS                 | ENSPRYNG  | 13.6%                           | IRON OVERLOAD              | FERRIPROX  | 14.2%                           |
| CNS AGENTS                 | FIRDAPSE  | 12.1%                           | IRON OVERLOAD              | JADENU     | 15.2%                           |
| CNS AGENTS                 | HETLIOZ   | 15.7%                           | LIVER DISEASE              | OCALIVA    | 16.7%                           |
|                            |   |                                 | MONOCLONAL<br>ANTIBODY     |            |                                 |
| CNS AGENTS                 | INGREZZA  | 14.7%                           | MISCELLANEOUS              | BENLYSTA   | 15.2%                           |
|                            |   | ,0                              | MOOD DISORDER              |            |                                 |
| CNS AGENTS                 | RILUTEK   | 15.2%                           | DRUGS                      | SPRAVATO   | 15.2%                           |
| CNIC A CENTRO              |   | 02.70/                          | MULTIPLE                   |            | 12 40/                          |
| CNS AGENTS                 | RILUZOLE  | 92.7%                           | SCLEROSIS<br>MULTIPLE      | AMPYRA     | 13.4%                           |
| CNS AGENTS                 | RUZURGI   | 13.1%                           | SCLEROSIS                  | AUBAGIO    | 14.2%                           |

| CNS AGENTS                    | SABRIL                 | 17.7%          | MULTIPLE<br>SCLEROSIS      | AVONEX               | 15.7%          |
|-------------------------------|------------------------|----------------|----------------------------|----------------------|----------------|
| CNS AGENTS                    | TETRABENAZINE          | 47.5%          | MULTIPLE<br>SCLEROSIS      | BAFIERTAM            | 15.7%          |
| CNS AGENTS                    | TIGLUTIK               | 7.8%           | MULTIPLE<br>SCLEROSIS      | BETASERON            | 15.8%          |
|                               |                        | 1.070          | MULTIPLE                   | DETRIBUTOR           | 15.670         |
| CNS AGENTS                    | VIGABATRIN             | 19.2%          | SCLEROSIS                  | COPAXONE             | 16.4%          |
| CNS AGENTS                    | VIGADRONE              | 18.2%          | MULTIPLE<br>SCLEROSIS      | DALFAMPRI<br>DIN     | 92.9%          |
| CNS AGENTS                    | XENAZINE               | 17.2%          | MULTIPLE<br>SCLEROSIS      | DIMETHYL<br>FUMARATE | 62.6%          |
| CNS AGENTS                    | XYREM                  | 8.1%           | MULTIPLE<br>SCLEROSIS      | EXTAVIA              | 15.8%          |
|                               |                        |                | MULTIPLE                   |                      |                |
| CNS AGENTS                    | XYWAV                  | 9.1%           | SCLEROSIS                  | GILENYA              | 15.7%          |
| CYSTIC FIBROSIS               | BETHKIS                | 13.1%          | MULTIPLE<br>SCLEROSIS      | GLATIRAME<br>R       | 70.3%          |
| CYSTIC FIBROSIS               | CAYSTON                | 16.2%          | MULTIPLE<br>SCLEROSIS      | GLATOPA              | 69.7%          |
|                               |                        |                | MULTIPLE                   |                      | 57.170         |
| CYSTIC FIBROSIS               | KALYDECO               | 15.2%          | SCLEROSIS                  | KESIMPTA             | 15.7%          |
| CYSTIC FIBROSIS               | KITABIS PAK            | 14.2%          | MULTIPLE<br>SCLEROSIS      | MAVENCLA<br>D        | 15.7%          |
|                               |                        | 14.270         | MULTIPLE                   |                      | 13.770         |
| CYSTIC FIBROSIS               | ORKAMBI                | 15.2%          | SCLEROSIS                  | MAYZENT              | 14.2%          |
| CYSTIC FIBROSIS               | PULMOZYME              | 16.7%          | MULTIPLE<br>SCLEROSIS      | PLEGRIDY             | 15.2%          |
|                               |                        | 10.770         | MULTIPLE                   |                      | 13.270         |
| CYSTIC FIBROSIS               | SYMDEKO                | 15.2%          | SCLEROSIS                  | REBIF                | 15.7%          |
| CYSTIC FIBROSIS               | TOBI                   | 15.5%          | MULTIPLE<br>SCLEROSIS      | REBIF<br>REBIDOSE    | 15.7%          |
|                               |                        |                | MULTIPLE                   |                      |                |
| CYSTIC FIBROSIS               | TOBI PODHALER          | 15.5%          | SCLEROSIS                  | TECFIDERA            | 15.7%          |
| CYSTIC FIBROSIS               | TOBRAMYCIN             | 38.4%          | MULTIPLE<br>SCLEROSIS      | VUMERITY             | 14.2%          |
| CYSTIC FIBROSIS               | TRIKAFTA               | 15.2%          | MULTIPLE<br>SCLEROSIS      | ZEPOSIA              | 14.2%          |
|                               |                        |                | MUSCULOSKELE               |                      |                |
| ENDOCRINE                     | BUPHENYL               | 16.4%          | TAL AGENTS                 | EVRYSDI              | 9.1%           |
| ENDOCRINE                     | BYNFEZIA               | 10.1%          | NARCOLEPSY                 | WAKIX                | 15.2%          |
| ENDOCRINE                     | CARBAGLU               | 9.1%           | NEUTROPENIA                | FULPHILA             | 15.5%          |
| ENDOCRINE                     | CHENODAL               | 11.1%          | NEUTROPENIA                | GRANIX               | 15.5%          |
| ENDOCRINE                     | CLOVIQUE               | 34.4%<br>15.8% | NEUTROPENIA                | LEUKINE              | 15.5%<br>15.5% |
| <u>ENDOCRINE</u><br>ENDOCRINE | CUPRIMINE<br>CYSTADANE |                | NEUTROPENIA<br>NEUTROPENIA | NEULASTA<br>NEUPOGEN |                |
| ENDOCRINE                     | CYSTADANE              | 12.1%<br>12.1% | NEUTROPENIA                | NIVESTYM             | 15.5%<br>15.5% |
| ENDOCRINE                     | CYSTARAN               | 12.1%          | NEUTROPENIA                | UDENYCA              | 15.5%          |
| ENDOCRINE                     | DEPEN TITRATABS        | 14.7%          | NEUTROPENIA                | ZARXIO               | 15.5%          |
| ENDOCRINE                     | D-PENAMINE             | 14.7%          | NEUTROPENIA                | ZIEXTENZO            | 15.2%          |
| ENDOCRINE                     | EGRIFTA                | 14.7%          | ONCOLOGY -<br>INJECTABLE   | ELIGARD              | 14.3%          |
| ENDOCRINE                     | FIRMAGON               | 15.2%          | ONCOLOGY -<br>INJECTABLE   | INTRON A             | 15.2%          |
|                               |                        |                | ONCOLOGY -                 |                      |                |
| ENDOCRINE                     | GATTEX                 | 16.4%          | INJECTABLE                 | LEUPROLIDE           | 53.7%          |
| ENDOCRINE                     | H.P. ACTHAR            | 15.2%          | ONCOLOGY -<br>INJECTABLE   | SYLATRON             | 15.2%          |

|            |                  |           | ONCOLOGY - |            |        |
|------------|------------------|-----------|------------|------------|--------|
| ENDOCRINE  | ISTURISA         | 12.1%     | INJECTABLE | SYNRIBO    | 13.1%  |
|            |                  |           | ONCOLOGY - | ABIRATERO  |        |
| ENDOCRINE  | JYNARQUE         | 14.2%     | ORAL       | NE         | 82.8%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | KEVEYIS          | 14.7%     | ORAL       | AFINITOR   | 15.8%  |
|            |                  |           | ONCOLOGY - | AFINITOR   |        |
| ENDOCRINE  | KORLYM           | 13.1%     | ORAL       | DISPERZ    | 15.8%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | KUVAN            | 14.4%     | ORAL       | ALECENSA   | 15.8%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | MYALEPT          | 9.1%      | ORAL       | ALKERAN    | 17.1%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | NATPARA          | 14.9%     | ORAL       | ALUNBRIG   | 13.6%  |
|            |                  | 1 110 / 0 | ONCOLOGY - | iller blue | 101070 |
| ENDOCRINE  | NITYR            | 13.6%     | ORAL       | AYVAKIT    | 16.2%  |
| ENDOCKINE  | OCTREOTIDE       | 15.070    | ONCOLOGY - |            | 10.270 |
| ENDOCDINE  | ACETATE          | 57 70/    | ORAL       | BALVERSA   | 15 20/ |
| ENDOCRINE  | ACEIAIE          | 57.7%     |            |            | 15.2%  |
|            |                  | 24.484    | ONCOLOGY - | BEXAROTEN  | 24.004 |
| ENDOCRINE  | PENICILLAMINE    | 34.4%     | ORAL       | E          | 34.8%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | PROCYSBI         | 9.1%      | ORAL       | BOSULIF    | 15.2%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | RAVICTI          | 16.7%     | ORAL       | BRAFTOVI   | 15.7%  |
|            |                  |           | ONCOLOGY - | CABOMETY   |        |
| ENDOCRINE  | SAMSCA           | 15.2%     | ORAL       | Х          | 14.2%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | SANDOSTATIN      | 15.5%     | ORAL       | CALQUENCE  | 15.2%  |
|            |                  | 101070    | ONCOLOGY - | CAPECITABI | 1012/0 |
| ENDOCRINE  | SAPROPTERIN      | 42.4%     | ORAL       | NE         | 79.8%  |
| LINDOCKINL | 5/11 KOI TEKIN   | 72.770    | ONCOLOGY - |            | 17.070 |
| ENDOCDINE  | SIGNIEOD         | 0.10/     |            |            | 11 10/ |
| ENDOCRINE  | SIGNIFOR         | 9.1%      | ORAL       | CAPRELSA   | 11.1%  |
|            | SODIUM           |           | ONCOLOGY - |            |        |
| ENDOCRINE  | PHENYLBUTYRATE   | 34.4%     | ORAL       | COMETRIQ   | 12.6%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | SOMATULINE DEPOT | 15.2%     | ORAL       | COPIKTRA   | 16.2%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | SOMAVERT         | 12.3%     | ORAL       | COTELLIC   | 14.2%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | SYPRINE          | 15.2%     | ORAL       | DAURISMO   | 14.2%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | THIOLA           | 13.1%     | ORAL       | ERIVEDGE   | 14.2%  |
|            |                  |           | ONCOLOGY - |            |        |
| ENDOCRINE  | TOLVAPTAN        | 34.4%     | ORAL       | ERLEADA    | 15.2%  |
| Liboonni   |                  | 5 1. 70   | ONCOLOGY - |            | 12.270 |
| ENDOCRINE  | TRIENTINE        | 84.9%     | ORAL       | ERLOTINIB  | 34.4%  |
| ENDOCKINE  | TRIENTINE        | 04.9%     | -          | ERLOTINID  | 34.470 |
| ENDOCDINE  | VEDMELO          | 14 70/    | ONCOLOGY - | ETODOCIDE  | 24 40/ |
| ENDOCRINE  | XERMELO          | 14.7%     | ORAL       | ETOPOSIDE  | 34.4%  |
| ENDOODDE   | VUDIDEN          | 14.00/    | ONCOLOGY - | EVEROLIMU  | 16 504 |
| ENDOCRINE  | XURIDEN          | 14.2%     | ORAL       | S          | 46.5%  |
| ENZYME     |                  |           | ONCOLOGY - |            |        |
| DEFICIENCY | CHOLBAM          | 6.1%      | ORAL       | FARYDAK    | 13.1%  |
| ENZYME     |                  |           | ONCOLOGY - |            |        |
| DEFICIENCY | CYSTAGON         | 12.6%     | ORAL       | GILOTRIF   | 9.1%   |
| ENZYME     |                  |           | ONCOLOGY - |            |        |
| DEFICIENCY | GALAFOLD         | 15.7%     | ORAL       | GLEEVEC    | 17.1%  |
| ENZYME     |                  |           | ONCOLOGY - |            |        |
| DEFICIENCY | MIGLUSTAT        | 34.4%     | ORAL       | GLEOSTINE  | 17.1%  |
| ENZYME     |                  | 5 1. 70   | ONCOLOGY - | GELODINE   | 17.170 |
| DEFICIENCY | NITISINONE       | 34.4%     | ORAL       | HYCAMTIN   | 16.5%  |
|            | NUTIONIC         | 24 404    | ORAL       | HVCAMTIN   | 16 5%  |

| ENZVME               | 1           | I      |                    | 1            |          |
|----------------------|-------------|--------|--------------------|--------------|----------|
| ENZYME<br>DEFICIENCY | ORFADIN     | 4.1%   | ONCOLOGY -<br>ORAL | IBRANCE      | 14.7%    |
|                      | ORFADIN     | 4.1%   | -                  | IDKANCE      | 14.7%    |
| ENZYME<br>DEFICIENCY | DAL VNZIO   | 12 10/ | ONCOLOGY -<br>ORAL | ICLUSIC      | 14 40/   |
| ENZYME               | PALYNZIQ    | 13.1%  | OKAL<br>ONCOLOGY - | ICLUSIG      | 14.4%    |
|                      | STDENSIO    | 12.00/ |                    | IDHIFA       | 16.20/   |
| DEFICIENCY           | STRENSIQ    | 13.0%  | ORAL               |              | 16.2%    |
| ENZYME               |             | 12.000 | ONCOLOGY -         | IMATINIB     | 0.2 4.04 |
| DEFICIENCY           | SUCRAID     | 13.9%  | ORAL               | MESYLATE     | 92.4%    |
| ENZYME               |             |        | ONCOLOGY -         | n (national) |          |
| DEFICIENCY           | TEGSEDI     | 9.1%   | ORAL               | IMBRUVICA    | 15.7%    |
| ENZYME               |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | ZAVESCA     | 9.1%   | ORAL               | INLYTA       | 15.3%    |
| GAUCHERS             |             |        | ONCOLOGY -         |              |          |
| DISEASE              | CERDELGA    | 15.2%  | ORAL               | INQOVI       | 12.1%    |
| GENETIC              |             |        | ONCOLOGY -         |              |          |
| DISORDER             | DOJOLVI     | 16.7%  | ORAL               | INREBIC      | 14.2%    |
| GROWTH               |             |        |                    |              |          |
| HORMONE              |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | GENOTROPIN  | 15.8%  | ORAL               | IRESSA       | 16.2%    |
| GROWTH               |             |        |                    |              |          |
| HORMONE              |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | HUMATROPE   | 16.4%  | ORAL               | JAKAFI       | 14.2%    |
| GROWTH               |             |        |                    |              |          |
| HORMONE              |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | INCRELEX    | 15.2%  | ORAL               | KISOALI      | 16.2%    |
| GROWTH               |             | 10.270 | - OTULE            | 1115 Q. 111  | 10.270   |
| HORMONE              |             |        | ONCOLOGY -         | KISQALI      |          |
| DEFICIENCY           | NORDITROPIN | 17.6%  | ORAL               | FEMARA       | 16.7%    |
| GROWTH               |             | 17.070 | ORAL               |              | 10.770   |
| HORMONE              |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | NUTROPIN AQ | 15.9%  | ORAL               | KOSELUGO     | 15.4%    |
| GROWTH               | NUTKOFINAQ  | 13.970 | UKAL               | KUSELUUU     | 13.470   |
| HORMONE              |             |        |                    |              |          |
|                      | OMNITRODE   | 16.20/ | ONCOLOGY -         | LADATINID    | 24 40/   |
| DEFICIENCY           | OMNITROPE   | 16.2%  | ORAL               | LAPATINIB    | 34.4%    |
| GROWTH               |             |        |                    |              |          |
| HORMONE              |             | 10.10  | ONCOLOGY -         |              | 1 < 0 %  |
| DEFICIENCY           | SAIZEN      | 19.1%  | ORAL               | LENVIMA      | 16.2%    |
| GROWTH               |             |        |                    |              |          |
| HORMONE              |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | SEROSTIM    | 15.2%  | ORAL               | LONSURF      | 14.2%    |
| GROWTH               |             |        |                    |              |          |
| HORMONE              |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | ZOMACTON    | 16.4%  | ORAL               | LORBRENA     | 13.1%    |
| GROWTH               |             |        |                    |              |          |
| HORMONE              |             |        | ONCOLOGY -         |              |          |
| DEFICIENCY           | ZORBTIVE    | 14.7%  | ORAL               | LYNPARZA     | 13.9%    |
|                      |             |        | ONCOLOGY -         |              |          |
| HEMATOLOGIC          | BERINERT    | 14.2%  | ORAL               | MATULANE     | 14.7%    |
|                      |             |        | ONCOLOGY -         |              |          |
| HEMATOLOGIC          | CABLIVI     | 15.2%  | ORAL               | MEKINIST     | 13.1%    |
|                      |             |        | ONCOLOGY -         |              |          |
| HEMATOLOGIC          | CINRYZE     | 16.2%  | ORAL               | MEKTOVI      | 15.7%    |
|                      |             |        | ONCOLOGY -         |              |          |
| HEMATOLOGIC          | DOPTELET    | 15.2%  | ORAL               | MELPHALAN    | 34.4%    |
|                      |             |        | ONCOLOGY -         |              |          |
| HEMATOLOGIC          | FIRAZYR     | 15.2%  | ORAL               | MESNEX       | 15.7%    |
|                      |             | 13.270 | ONCOLOGY -         |              | 10.770   |
| HEMATOLOGIC          | HAEGARDA    | 14.2%  | ORAL               | NERLYNX      | 15.9%    |
| TILMITTOLOUIC        |             | 14.270 | ONCOLOGY -         |              | 13.770   |
| HEMATOLOGIC          | ICATIBANT   | 34.4%  | ORAL               | NEXAVAR      | 14.2%    |
| TIEWATOLOUIU         | ICATIDANI   | 34.4%  | UKAL               | INLAAVAK     | 14.270   |

|                |               | 1         | ONCOLOGY - | 1                   |        |
|----------------|---------------|-----------|------------|---------------------|--------|
| HEMATOLOGIC    | MOZOBIL       | 15.2%     | ORAL       | NILANDRON           | 16.7%  |
|                |               |           | ONCOLOGY - | NILUTAMID           |        |
| HEMATOLOGIC    | MULPLETA      | 15.2%     | ORAL       | Е                   | 29.3%  |
|                |               |           | ONCOLOGY - |                     |        |
| HEMATOLOGIC    | OXBRYTA       | 13.6%     | ORAL       | NINLARO             | 15.2%  |
|                |               |           | ONCOLOGY - |                     |        |
| HEMATOLOGIC    | PROMACTA      | 15.2%     | ORAL       | NUBEQA              | 15.2%  |
| 11111111011010 |               | 1012/0    | ONCOLOGY - |                     | 1012/0 |
| HEMATOLOGIC    | RUCONEST      | 14.9%     | ORAL       | ODOMZO              | 15.5%  |
|                |               | 1 11 / 10 | ONCOLOGY - | 02011120            | 101070 |
| HEMATOLOGIC    | TAKHZYRO      | 15.2%     | ORAL       | ONUREG              | 13.6%  |
| HEMITTOLOGIC   |               | 13.270    | ONCOLOGY - | OITOREO             | 15.070 |
| HEMATOLOGIC    | TAVALISSE     | 15.2%     | ORAL       | PEMAZYRE            | 15.7%  |
| HEMOPHILIA -   | INVILISSE     | 13.270    | ONCOLOGY - |                     | 13.770 |
| INFUSED        | ADVATE        | 44.3%     | ORAL       | PIQRAY              | 13.6%  |
| HEMOPHILIA -   | ADVAIL        | 44.370    | ONCOLOGY - | ПОКАТ               | 13.0%  |
| INFUSED        | ADYNOVATE     | 35.4%     | ORAL       | POMALYST            | 14.7%  |
| HEMOPHILIA -   | ADINOVAIE     | 33.4%     | ONCOLOGY - | FOWALIST            | 14.7%  |
|                |               | 25.20/    |            | PURIXAN             | 14.20/ |
| INFUSED        | AFSTYLA       | 35.3%     | ORAL       | PURIAAN             | 14.2%  |
| HEMOPHILIA -   | ALPHANATE/VON | 42.10/    | ONCOLOGY - |                     | 16.00/ |
| INFUSED        | WILLEBRAND    | 43.1%     | ORAL       | QINLOCK             | 16.2%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | ALPHANINE SD  | 50.3%     | ORAL       | RETEVMO             | 14.2%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | ALPROLIX      | 15.2%     | ORAL       | REVLIMID            | 16.5%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | BENEFIX       | 16.2%     | ORAL       | ROZLYTREK           | 17.1%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | COAGADEX      | 31.3%     | ORAL       | RUBRACA             | 16.2%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | CORIFACT      | 29.3%     | ORAL       | RYDAPT              | 17.1%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | ELOCTATE      | 29.3%     | ORAL       | SPRYCEL             | 17.1%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | FEIBA         | 41.3%     | ORAL       | STIVARGA            | 13.6%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | HEMOFIL M     | 45.5%     | ORAL       | SUTENT              | 16.5%  |
| HEMOPHILIA -   |               | 43.370    | ONCOLOGY - | SUILIU              | 10.570 |
| INFUSED        | HUMATE-P      | 38.3%     | ORAL       | TABLOID             | 17.1%  |
| HEMOPHILIA -   |               | 50.570    | ONCOLOGY - | INDLOID             | 17.170 |
| INFUSED        | IDELVION      | 15.2%     | ORAL       | TABRECTA            | 14.2%  |
| HEMOPHILIA -   | IDELVION      | 13.2%     | ONCOLOGY - | TADRECTA            | 14.2%  |
| INFUSED        | IXINITY       | 15.2%     | ORAL       | TAFINLAR            | 15.2%  |
|                |               | 13.2%     | -          | TAFIINLAK           | 13.2%  |
| HEMOPHILIA -   |               | 24.204    | ONCOLOGY - | TACDICCO            | 15 004 |
| INFUSED        | JIVI          | 24.3%     | ORAL       | TAGRISSO            | 15.2%  |
| HEMOPHILIA -   | KOATE         | 10 504    | ONCOLOGY - |                     | 15 001 |
| INFUSED        | KOATE         | 43.5%     | ORAL       | TALZENNA            | 15.2%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | KOATE-DVI     | 43.5%     | ORAL       | TARCEVA             | 17.0%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | KOGENATE FS   | 48.3%     | ORAL       | TARGRETIN           | 15.7%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | KOVALTRY      | 46.8%     | ORAL       | TASIGNA             | 15.2%  |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
| INFUSED        | MONONINE      | 32.7%     | ORAL       | TAZVERIK            | 15.4%  |
|                |               |           | ONGOL O GV |                     |        |
| HEMOPHILIA -   |               |           | ONCOLOGY - |                     |        |
|                | NOVOEIGHT     | 45.4%     | ORAL       | TEMODAR             | 16.5%  |
| HEMOPHILIA -   | NOVOEIGHT     | 45.4%     |            | TEMODAR<br>TEMOZOLO | 16.5%  |

| HEMOPHILIA -  | 1                    |        | ONCOLOGY -         | 1 1          |        |
|---------------|----------------------|--------|--------------------|--------------|--------|
| INFUSED       | NUWIO                | 49.2%  | ORAL               | THALOMID     | 16.5%  |
| HEMOPHILIA -  | NOWIQ                | 49.2%  | -                  | ITALOWID     | 10.3%  |
|               | DDOFU NINE           | 21 40/ | ONCOLOGY -         | TIDGOVO      | 15 20/ |
| INFUSED       | PROFILNINE           | 31.4%  | ORAL               | TIBSOVO      | 15.2%  |
| HEMOPHILIA -  | DEDDUAL              | 10.00  | ONCOLOGY -         | TREFIL       | 04.00/ |
| INFUSED       | REBINYN              | 19.2%  | ORAL               | TRETINOIN    | 84.9%  |
| HEMOPHILIA -  |                      |        | ONCOLOGY -         |              |        |
| INFUSED       | RECOMBINATE          | 42.4%  | ORAL               | TUKYSA       | 15.4%  |
| HEMOPHILIA -  |                      |        | ONCOLOGY -         |              |        |
| INFUSED       | RIXUBIS              | 15.4%  | ORAL               | TURALIO      | 15.7%  |
| HEMOPHILIA -  |                      |        | ONCOLOGY -         |              |        |
| INFUSED       | TRETTEN              | 16.1%  | ORAL               | TYKERB       | 16.5%  |
| HEMOPHILIA -  |                      |        | ONCOLOGY -         |              |        |
| INFUSED       | VONVENDI             | 14.2%  | ORAL               | VENCLEXTA    | 14.2%  |
| HEMOPHILIA -  |                      |        | ONCOLOGY -         |              |        |
| INFUSED       | WILATE               | 43.4%  | ORAL               | VERZENIO     | 14.7%  |
| HEMOPHILIA -  |                      |        | ONCOLOGY -         | ( LILLEI (10 | 1      |
| INFUSED       | XYNTHA               | 39.6%  | ORAL               | VITRAKVI     | 16.2%  |
| HEMOPHILIA -  |                      | 37.070 | ONCOLOGY -         | VIIKAKVI     | 10.270 |
| -             |                      | 14.20/ |                    |              | 10 10/ |
| INJECTABLE    | HEMLIBRA<br>ADEFOVIR | 14.2%  | ORAL<br>ONCOLOGY - | VIZIMPRO     | 10.1%  |
|               |                      | 24.40/ |                    |              | 15.00/ |
| HEPATITIS B   | DIPIVOXIL            | 34.4%  | ORAL               | VOTRIENT     | 15.2%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS B   | BARACLUDE            | 15.5%  | ORAL               | XALKORI      | 13.6%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS B   | ENTECAVIR            | 62.2%  | ORAL               | XELODA       | 17.1%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS B   | EPIVIR HBV           | 16.0%  | ORAL               | XOSPATA      | 16.2%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS B   | HEPSERA              | 15.4%  | ORAL               | XPOVIO       | 15.9%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS B   | LAMIVUDINE HBV       | 34.4%  | ORAL               | XTANDI       | 15.2%  |
|               |                      | 54.470 | ONCOLOGY -         | ATTACDI      | 13.270 |
| HEPATITIS B   | VEMLIDY              | 15.0%  | ORAL               | YONSA        | 15.2%  |
| TILI ATTIS D  | VENILID I            | 13.0%  | ONCOLOGY -         | TONSA        | 13.270 |
| LIEDATITIC C  |                      | 15 70/ |                    |              | 15 40/ |
| HEPATITIS C   | EPCLUSA              | 15.7%  | ORAL               | ZEJULA       | 15.4%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS C   | HARVONI              | 16.7%  | ORAL               | ZELBORAF     | 14.7%  |
|               | LEDIPASVIR/SOFOSB    |        | ONCOLOGY -         |              |        |
| HEPATITIS C   | UVIR                 | 16.7%  | ORAL               | ZOLINZA      | 16.5%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS C   | MAVYRET              | 15.7%  | ORAL               | ZYDELIG      | 16.2%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS C   | PEGASYS              | 18.1%  | ORAL               | ZYKADIA      | 14.7%  |
|               |                      |        | ONCOLOGY -         |              |        |
| HEPATITIS C   | PEGINTRON            | 19.1%  | ORAL               | ZYTIGA       | 15.2%  |
|               | SOFOSBUVIR/VELPAT    |        | ONCOLOGY -         |              |        |
| HEPATITIS C   | ASVIR                | 15.7%  | TOPICAL            | TARGRETIN    | 15.7%  |
|               |                      | 10.170 | ONCOLOGY -         |              | 10.770 |
| HEPATITIS C   | SOVALDI              | 15.7%  | TOPICAL            | VALCHLOR     | 11.6%  |
|               |                      |        |                    |              |        |
| HEPATITIS C   | VIEKIRA PAK          | 15.2%  | OPHTHALMIC         | OXERVATE     | 14.2%  |
| HEPATITIS C   | VOSEVI               | 15.7%  | OSTEOPOROSIS       | FORTEO       | 15.6%  |
|               |                      |        |                    | TERIPARATI   |        |
| HEPATITIS C   | ZEPATIER             | 15.6%  | OSTEOPOROSIS       | DE           | 15.2%  |
| IMMUNE        | 1                    |        |                    |              | •      |
| MODULATOR     | ACTIMMUNE            | 16.0%  | OSTEOPOROSIS       | TYMLOS       | 15.0%  |
| IMMUNE        |                      | 10.070 | PARKINSONS         |              | 10.070 |
| MODULATOR     | ARCALYST             | 16.7%  | DISEASE            | APOKYN       | 13.2%  |
| IMMUNOLOGICAL |                      | 10.770 | PARKINSONS         |              | 13.270 |
|               |                      | 4 1 04 |                    | INDDIA       | 14 204 |
| AGENTS        | PALFORZIA            | 4.1%   | DISEASE            | INBRIJA      | 14.2%  |

|              |                   |       | PULMONARY    | 1                |       |
|--------------|-------------------|-------|--------------|------------------|-------|
| INFERTILITY  | CETROTIDE         | 18.8% | DISEASE      | ESBRIET          | 15.2% |
|              | CHORIONIC         |       | PULMONARY    |                  |       |
| INFERTILITY  | GONADOTROPIN      | 34.4% | DISEASE      | OFEV             | 14.2% |
|              |                   |       | PULMONARY    |                  |       |
| INFERTILITY  | FOLLISTIM AQ      | 25.8% | HYPERTENSION | ADCIRCA          | 15.2% |
|              |                   |       | PULMONARY    |                  |       |
| INFERTILITY  | GANIRELIX ACETATE | 18.2% | HYPERTENSION | ADEMPAS          | 15.2% |
|              |                   |       | PULMONARY    |                  |       |
| INFERTILITY  | GONAL-F           | 24.4% | HYPERTENSION | ALYQ             | 59.6% |
|              |                   |       | PULMONARY    | AMBRISENT        |       |
| INFERTILITY  | GONAL-F RFF       | 24.4% | HYPERTENSION | AN               | 54.6% |
|              |                   |       | PULMONARY    |                  |       |
| INFERTILITY  | MENOPUR           | 18.4% | HYPERTENSION | BOSENTAN         | 34.4% |
|              |                   |       | PULMONARY    |                  |       |
| INFERTILITY  | NOVAREL           | 34.4% | HYPERTENSION | LETAIRIS         | 14.4% |
|              |                   |       | PULMONARY    |                  |       |
| INFERTILITY  | OVIDREL           | 18.8% | HYPERTENSION | OPSUMIT          | 15.4% |
|              |                   |       | PULMONARY    |                  |       |
| INFERTILITY  | PREGNYL           | 34.4% | HYPERTENSION | ORENITRAM        | 15.2% |
| INFLAMMATORY |                   |       | PULMONARY    |                  |       |
| CONDITIONS   | ACTEMRA           | 15.9% | HYPERTENSION | REVATIO          | 15.0% |
| INFLAMMATORY |                   |       | PULMONARY    |                  |       |
| CONDITIONS   | CIMZIA            | 17.2% | HYPERTENSION | SILDENAFIL       | 95.8% |
| INFLAMMATORY |                   |       | PULMONARY    |                  |       |
| CONDITIONS   | COSENTYX          | 15.2% | HYPERTENSION | TADALAFIL        | 34.4% |
| INFLAMMATORY |                   |       | PULMONARY    |                  |       |
| CONDITIONS   | DUPIXENT          | 15.8% | HYPERTENSION | TRACLEER         | 15.2% |
| INFLAMMATORY |                   |       | PULMONARY    |                  |       |
| CONDITIONS   | EMFLAZA           | 12.6% | HYPERTENSION | TYVASO           | 14.7% |
| INFLAMMATORY |                   |       | PULMONARY    |                  |       |
| CONDITIONS   | ENBREL            | 15.7% | HYPERTENSION | UPTRAVI          | 16.4% |
| INFLAMMATORY |                   |       | PULMONARY    |                  |       |
| CONDITIONS   | HUMIRA            | 17.2% | HYPERTENSION | <b>VENTAVIS*</b> | 14.7% |
| INFLAMMATORY |                   |       |              |                  |       |
| CONDITIONS   | ILUMYA            | 15.8% |              |                  |       |

\*Includes Nebulizer