



Renew with *our* team to keep *your* team healthy.

We've made a simple commitment: ensure our members are *healthy, happy, safe, and secure*. This is our North Star and what unites us. Our alignment to one mission has made CDPHP a locally-focused, nationally-recognized, award-winning leader in the industry.

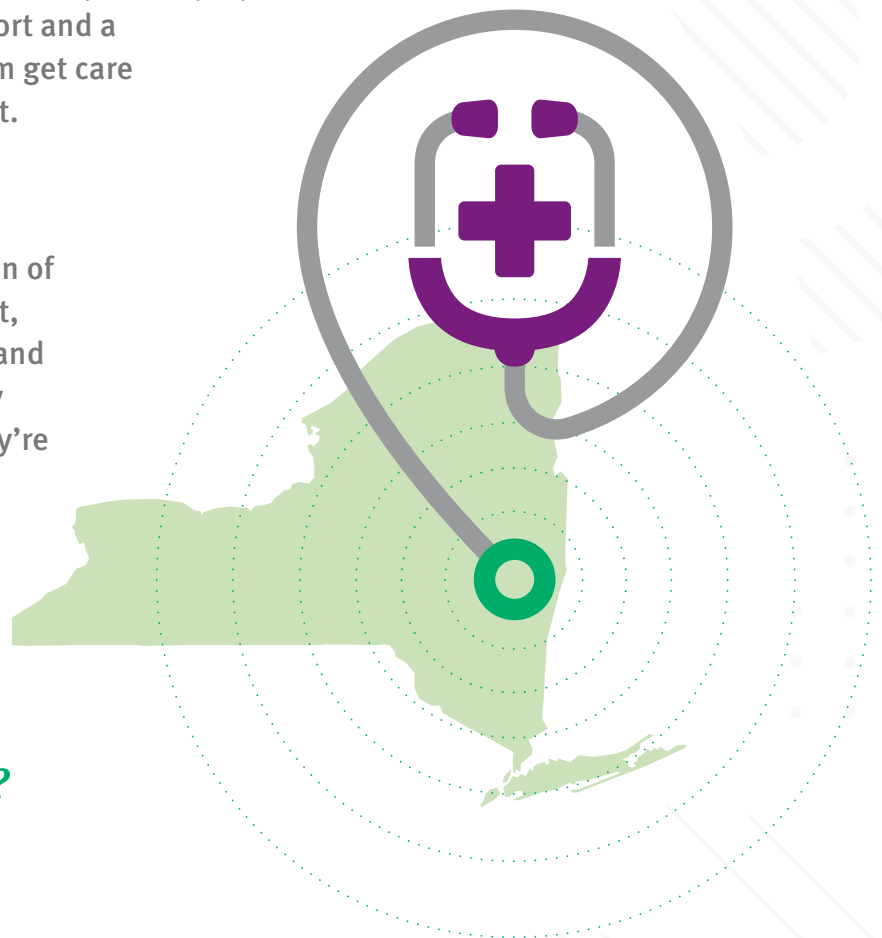
Health is personal. It's what matters most. And that's why, from start to finish, CDPHP makes localized health care a top priority. We know the doctors. We know the towns and cities. We know your employees need access to personalized support and a locally-based team that helps them get care when, where, and how they need it.

And that's what we deliver.

With CDPHP, you get administration of your health plan, cost containment, award-winning customer service, and value-added benefits that not only support your employees when they're sick but help them live their healthiest lives.

***Need a health plan that
goes above and beyond?***

Stick with CDPHP!



A refresher on what sets us apart

We're not just an insurance company. We're a local health plan that sets the bar for customer service and quality. Throughout your time with us, two key differentiators have remained consistent:

1

Our commitment to customers and community.

Our brand reputation is built on superior customer service and caring for our community.

2

Our relationship with network physicians.

This value-driven, collaborative alliance has improved health outcomes and transformed health care delivery for the better.



1,000,000+ PROVIDERS COAST TO COAST

Access to Best-In-Class Care

Baltimore, MD:

John Hopkins Hospital

Boston, MA:

- ▶ Brigham & Women's Hospital
- ▶ Children's Hospital
- ▶ Dana Farber Cancer Institute
- ▶ Shriners Hospital for Children

Cleveland, OH:

Cleveland Clinic

New York, NY:

Memorial Sloan Kettering Cancer Center

Rochester, MN:

Mayo Clinic Hospital

When it comes to customer experience, no one does it better

Whether it's over the phone, through email, or in person, our skilled member service representatives are easy to reach. With CDPHP Customer Connect™, members and non-members can talk with a CDPHP health care advocate at one of our six Capital Region locations or over the phone for help with:



Benefit and claims
questions



ID card requests



Plan enrollment



Primary care physician changes



Scheduling doctor appointments

We'll let our awards do the talking.



#1 in Member Satisfaction among Commercial Health Plans in New York, seven out of eight years

For J.D. Power 2024 award information, visit jdpower.com/awards



CDPHP health plans are among the highest-rated, both in New York State and around the country, by NCQA.*

**NCQA Commercial Health Plan Ratings 2023*



Health care needs to be easier for you and your employees

We're doing that through our integrated delivery system.

This reinvented model of health care delivery helps with more access to affordable, high-quality care. By teaming up with doctors, pharmacies, and hospitals, we create a seamless experience that helps members live longer, healthier lives.

CDPHP Clinical Team

In-house doctors, nurses, pharmacists, mental health professionals



Community Care Physicians

Partnering with the largest multi-specialty practice

Enhanced Primary Care

Working closely with physicians for quality, not quantity



Hospital to Home

One-on-one support for members at local hospitals during and after a stay

Pharmacy Innovation

Transparent prescription costs and locally operated pharmacies



Coordinated Care Under One Roof

1785 Specialty Practices, Wellness Way

Bringing the integrated delivery system to life

Community Care Physicians (CCP) and CDPHP:

Partnering for the health of our community

This innovative partnership helps improve quality and experience of care for patients throughout the Capital Region and beyond. As part of the arrangement, CDPHP and CCP have created a new management services organization (MSO) called CCP TASS, Inc., which handles the practice's non-clinical functions. The MSO provides the administrative, back-office work needed to run the clinical practice.

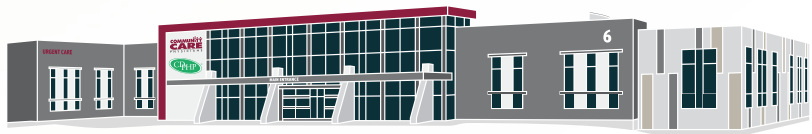
Wellness Way Medical Arts Complex:

Opened in May 2024!

Wellness Way, located in Latham, NY, is the new headquarters for Community Care Physicians and CDPHP. The location houses multiple CCP specialties all to help provide greater access to timely, cost-effective, quality care for patients.

The facility offers:

- ✓ CCP clinical services such as pediatrics, behavioral health, urgent care, outpatient surgical services and more
- ✓ ConnectRx pharmacy
- ✓ CDPHP Customer Connect
- ✓ ImageCare
- ✓ LabCare



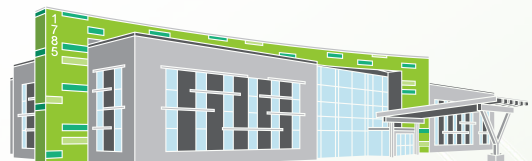
1785 Specialty Medical Practices:

Conveniently located at 1785 Route 9 Clifton Park, NY

CDPHP has teamed up with the Capital Region's best and brightest specialty practices to bring member care all under one roof. At 1785, we're putting members first by combining the highest level of care with an exceptional patient experience.

Specialty practices include Albany ENT & Allergy, Albany Gastroenterology Consultants, Capital Cardiology Associates and more.

The state-of-the-art medical facility combines world-class medical care with features such as centralized patient check-in, lab services, nutrition counseling, walk-in heart clinic, a telemedicine pod, and CDPHP Customer Connect.



Keeping members healthy with virtual care options

When they can't get to their doctor, Doctor On Demand can help

CDPHP works with Doctor On Demand for acute medical conditions resulting in lower emergency room (ER) and urgent care usage and lower plan costs. Members can access Doctor On Demand 24/7 from the comfort of home using their smartphone or tablet for a range of physical and mental health conditions, including:

- ▶ Allergies
- ▶ Colds, coughs, and congestion
- ▶ Depression and anxiety
- ▶ Pink eye
- ▶ Rashes
- ▶ Sprains
- ▶ And more!

Behavioral health

Emotional health is just as important as physical health. CDPHP provides a variety of resources to help support the mental health and substance use needs of our members, including:



24-hour access line



Virtual mental health care from the comfort of home



Insourced with onsite behavioral health clinicians

dr. on demand
by Included Health

aptihealth

valerahealth

The addition of aptihealth, Valera, and Doctor On Demand resulted in **300 percent network growth of our behavioral health practitioners.**

CDPHP Pharmacy Services

Increasing transparency, fighting rising drug costs.

Capital Rx, our pharmacy benefit manager (PBM)

This game changing PBM adds a bold layer of transparency to an historically opaque system, setting its prices using actual unit drug costs based on the National Average Drug Acquisition Cost (NADAC) maintained by CMS.

Capital Rx is also more agile than most PBMs, updating drug formularies in days rather than weeks or months. This means that as newer, more affordable drugs come to market, CDPHP can quickly offer them to members.

The switch to a new PBM has resulted in a **five percent cost savings (on average) over the prior PBM**. Plus, NADAC pricing has resulted in **lower drug pricing in 85 percent of claims!**



Save with Rx for Less

Rx for Less offers deep discounts on a specific list of prescription drugs when purchased at pharmacies in the CDPHP Preferred Rx network.



Prescription delivery by mail from Optum Home Delivery

Many medications taken on a regular basis can be mailed directly to members' homes. With Optum Home Delivery, members get free shipping, 24/7 pharmacist and customer support, and an easy online experience to track orders and request refills.



Saving money on prescriptions through the CDPHP® ConnectRx, On the Go app

This app provides members with cost-saving alternatives to their prescriptions as well as lower cost pharmacy alternatives.

Through the app, members can:

- ✓ Shop and compare prescription drug prices
- ✓ View an up-to-date medication list
- ✓ Send a doctor a medication switch request
- ✓ Search for in-network pharmacies

