## **DISPENSING ACCURACY**

99.99% of prescriptions dispensed with zero errors

# CALL CENTER PERFORMANCE



80% of calls answered within 30 seconds



1% of calls abandoned

### GENERIC DISPENSING RATE



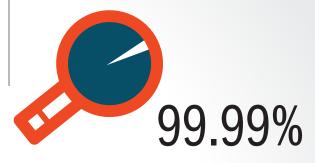
96% of prescriptions dispensed as generic

# MAIL SERVICE PHARMACY



2020
PERFORMANCE SNAPSHOT

## DISTRIBUTION ACCURACY



of prescriptions distributed with zero errors

### **TURNAROUND TIME**



~ 1

DAY

to fill

prescriptions

Click HERE to view the 2020 Mail Service Pharmacy Aggregate Report

