



# 2021 PERFORMANCE SNAPSHOT

## MAIL SERVICE PHARMACY



### DISPENSING ACCURACY



**99.99%**  
of prescriptions dispensed  
with zero errors

### GENERIC DISPENSING RATE



**97%**  
of prescriptions  
dispensed as generic

### DISTRIBUTION ACCURACY

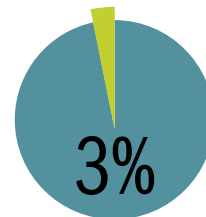


**99.97%**  
of prescriptions distributed  
with zero errors

### CALL CENTER PERFORMANCE



of calls answered  
within 30 seconds



of calls abandoned

### TURNAROUND TIME

**~1  
DAY**  
to fill  
prescriptions



### CONSUMER SATISFACTION

**80%**

