



# 2021 PERFORMANCE SNAPSHOT

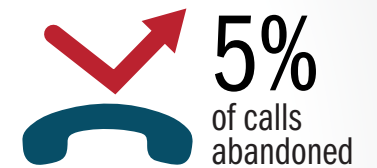
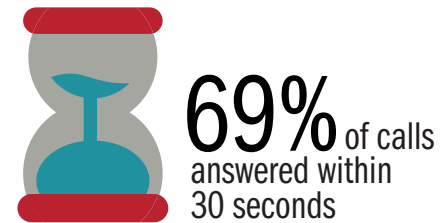
## SPECIALTY PHARMACY



### TURNAROUND TIME



### CALL CENTER PERFORMANCE



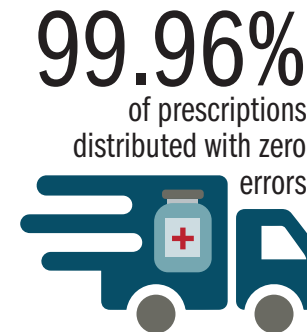
### COMPLAINT RESPONSE TIME



### CONSUMER SATISFACTION



### DISTRIBUTION ACCURACY



### DISPENSING ACCURACY

