2018
Program Performance Report
A Comprehensive Analysis from the 2017 Program Year
This past year, we had the honor of continuing our mission to improve the lives of patients with chronic and complex illnesses. Our team remains focused on ensuring patient success through the management of the evolving healthcare landscape. It is through our effective client partnerships and collaborative efforts that we have been able to continually accomplish this mission, and for that, we thank you.

Because of our unwavering focus on patient success and improved outcomes, we continue to grow as an innovative healthcare provider. In 2017, we reached a series of critical organizational milestones:

- **One Billion Dollars** in total healthcare cost savings
- **HITRUST Certification** achieved across all proprietary Medication Therapy Management (MTM) platforms
- **Service Organization Control (SOC 2)** security proficiency examination

This past year, we took an additional stride by joining Tabula Rasa HealthCare (TRHC) (NASDAQ:TRHC), a healthcare technology company optimizing medication safety by deploying new medication risk mitigation digital software solutions and novel, proprietary medication decision support tools.

In addition to our aligned business philosophies, the combination of TRHC’s and SinfoníaRx’s industry leading MTM offerings elevates our capacity to optimize medication therapy and improve quality for patients.

We are positioned better than ever to continue to provide the highest-quality, innovative healthcare solutions to patients and providers alike. This clarity of purpose will ensure we, as collaborative healthcare partners, collectively achieve improved access, quality, and outcomes for those that we serve.

We hope you enjoy this annual report and we look forward to continuing our work together.

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1 Total healthcare cost savings are based on reductions in the cost of medications as well as expected avoidance of adverse drug events and secondary health complications that result from medication misuse. This number represents an estimated cost savings based on a critical review of published medical studies.
MEDICATION THERAPY MANAGEMENT
Guaranteed comprehensive medication review completion rates

STAR IMPROVEMENT™
Targeted outreach through proprietary clinical algorithms

COMPANIONRX™
Solutions for Medicaid, commercial plans, and employers

SOFTWARE AS A SERVICE
MTM support through our award-winning software platform, RxCompanion™

Best-in-Class Pharmacist-Driven Clinical Call Centers Across the U.S.
2017 PERFORMANCE

1.1 million
Interventions Completed in 2016

3.3 million+
Interventions Completed in 2017

253,000
Comprehensive Medication Reviews
Completed in 2016

307,000+
Comprehensive Medication Reviews
Completed in 2017

CMS 2018 Stars Report Card:
01/01/2016 - 12/31/2016

4 & 5 Star achievement:
CMR completion Part D measure D14

100% Client Goal Achievement

53% National Average

75% SinfoniaRx

5 Star
4 Star
3 Star
2 Star
1 Star

MAPD Contracts with 4 & 5 Star Achievement

2018 MAPD Outcomes

76 53 51 33

96 Total MAPD Contracts

2018 PDP Outcomes

53 39 31 17

23 Total PDP Contracts

307,000+
Comprehensive Medication Reviews
Completed in 2017

1.1 million
Interventions Completed in 2016

3.3 million+
Interventions Completed in 2017
Featured Solution:

**CUSTOMIZED MODULE TARGETING:**
The SinfoníaRx STAR Improvement Program™ allows for precision targeting of individual Star metrics at the CMS contract level. The program can be customized to target all three adherence measures, or focused on an individual module. This allows clients to target improvements to the areas most in need.

**OPPORTUNITY ANALYSIS REPORTS:**
This complimentary report includes an analysis of a client’s current Part D Star measure standing for Adherence Hypertension (RAS), Adherence Diabetes, and Adherence Cholesterol (Statins), and indicates where a client’s plan could potentially improve member adherence and outcomes by utilizing our SinfoníaRx STAR Improvement Program™.

**STAR INNOVATIONS:**
Our proprietary clinical algorithms use pharmacy and medical claims (if available) to target patients with precision accuracy, impacting all Star and Display measures through daily analysis using complex logic and predictive modeling aligned with CMS technical specifications.

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**Trend Comparison: Year-to-Year Increase in Adherence**

<table>
<thead>
<tr>
<th>Measure Name</th>
<th>National Trend* 2015 - 2016</th>
<th>SinfoníaRx Trend 2016 - 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes Medication</td>
<td>1.77%</td>
<td>3.19%</td>
</tr>
<tr>
<td>Hypertension (RAS antagonists)</td>
<td>1.67%</td>
<td>1.71%</td>
</tr>
<tr>
<td>Cholesterol (Statins)</td>
<td>2.08%</td>
<td>2.47%</td>
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</tbody>
</table>

*National Trend data derived from CMS 2017, 2018 Report Cards
RxCompanion™ 10.0 is a highly customizable and scalable platform designed to aid in the identification and resolution of medication-related and other health-related problems. Through a population management approach, potential problems are triaged based on urgency and complexity, then resolved through telephonic, face-to-face, or video-based consultations. RxCompanion™ optimizes the delivery of clinical services, helping to minimize program costs while maximizing program outcomes.

POPULATION HEALTH
More than 300 clinical algorithms identify and predict potential medication-related problems.

REAL-TIME ANALYTICS
Robust and customized reports including up-to-the-minute performance dashboards.

SCALABLE SOLUTIONS
IBM zSystems running “Linux on z” allows for tailored platform expansion and customization.

visit RxCompanion10.com to learn more
Our community pharmacy relationships are designed to provide the community pharmacist with improved clinical support and maximized patient outcomes. SinfoniaRx community pharmacy solutions are powered by our proprietary MTM software solution, RxCompanion™, providing community pharmacies with robust analytics and enhanced patient engagement opportunities.

Through the use of RxCompanion™, community pharmacies completed more than 1 million consultations that had a profound impact on the overall health of US citizens.

― Richard H. Carmona, MD, MPH, FACS
17th Surgeon General of the United States
Distinguished Professor, Health Promotion Sciences, University of Arizona

2 Total Community Pharmacy healthcare savings are based on reductions in the cost of medications as well as expected avoidance of adverse drug events and secondary health complications that result from medication misuse. This number represents an estimated cost savings based on a critical review of published medical studies.
The Discharge Companion Program™ (DCP) is a transition of care solution designed by SinfoníaRx to reduce hospital readmissions. This program can be customized to health systems, health plans, or provider groups to target Medicare readmission penalty conditions, Star measures, and Transitional Care Management (TCM) or to create the opportunity for Chronic and Complex Care Management.

SinfoníaRx, in collaboration with the Epilepsy Foundation of North/Central Illinois and Rush Medical Center, provides clinical pharmacy services for patients with epilepsy via video conferencing technology. These consultations occur in conjunction with the patient’s neurology telemedicine appointment. This multi-disciplinary approach allows the neurologist and MTM pharmacist to provide the patient a complete and comprehensive clinical evaluation.

**Transition of Care**

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**Telehealth Solutions**

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**CMS Validated Return on Investment**

<table>
<thead>
<tr>
<th>Follow-Up Time</th>
<th>ROI *</th>
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<tbody>
<tr>
<td>30 Days Post-Discharge</td>
<td>33 : 1</td>
</tr>
<tr>
<td>60 Days Post-Discharge</td>
<td>69 : 1</td>
</tr>
<tr>
<td>90 Days Post-Discharge</td>
<td>78 : 1</td>
</tr>
</tbody>
</table>

*ROI Calculation: (Gain from Investment) – ($85 Program Cost per patient) / ($85 Program Cost per patient), HSAG

**Innovation Spotlight**

SinfoníaRx is the missing piece to good, comprehensive patient care.

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2.43 Medication-Related Problems Identified per Patient

over 280 Clinical Interventions Addressed by Telepharmacist

— Nancy Monica, Telehealth Director, Epilepsy Foundation North/Central Illinois, Iowa, Nebraska
SinfoniaRx supports one of the nation’s most comprehensive Medication Therapy Management research programs through unique relationships with industry leading academic institutions, including the University of Arizona College of Pharmacy’s Center for Health Outcomes & Pharmacoeconomic Research (HOPE Center) and The Ohio State University Institute of Therapeutic Innovations and Outcomes.

Our interprofessional team of specialized faculty conducts innovative research on program performance, cost-effectiveness, and health outcomes, resulting in rapid outcomes dissemination through local, national, and international venues.

**Published Results**

**Positive Medication Changes Resulting from Comprehensive and Non-Comprehensive Medication Reviews in Medicare Part D Participants of a Medication Therapy Management Program**


**Evaluation of an Academic-Community Partnership to Implement MTM Services in Rural Communities to Improve Pharmaceutical Care for Patients with Diabetes and/or Hypertension**

I love your service.

Thank you for being there for me so that I don't feel so alone in this whole process!

After her mother’s discharge from the hospital, Susan became frustrated with the lack of coordination in care. Prior to admission, her mother was taking a diuretic and short acting insulin; both medications were missed during medication reconciliation in the emergency department, thus, Susan’s mother did not receive them during her stay, nor upon discharge.

The SinfoniaRx pharmacist intervened, contacting the patient’s specialists, including her endocrinologist and cardiologist, to determine opportunities for improvement in care. The pharmacist recommended a series of improvements to the patient’s post-discharge experience, leading to a refined drug therapy regimen and better coordination of overall care for the patient.

Susan was extremely appreciative for the pharmacist’s diligence and for the reliability of the SinfoniaRx service.

"I love your service. Thank you for being there for me so that I don't feel so alone in this whole process!"