



www.cvshealth.com/social-responsibility

**"Health is everything.
Without it, people cannot
live life to the fullest.
At CVS Health, we're
committed to continuous
innovation that makes
health care more accessible
and has life-changing
impacts for millions of
Americans."**

Innovation on the Path to Better Health

CVS Health is a pharmacy innovation company with a clear purpose: helping people on their path to better health. Today, many barriers remain on that path: Despite the millions of Americans that are newly insured, there continue to be people who lack access to quality health care. We are also living in a time when our aging population requires more services, we have a national epidemic of obesity and diabetes, and other chronic illnesses continue to stress our health care system.

Our business strategy responds to each of these challenges, and we are focused on expanding and evolving our role in health care services in ways that make quality health care affordable and accessible. As the country's largest dispenser of prescription drugs, largest operator of retail health clinics and a pharmacy benefits manager, we are uniquely positioned to streamline delivery of care. As our company grows, so does our commitment to innovate solutions that meet the evolving health care needs of patients.

Over the past several years, we have focused on addressing health care accessibility and affordability, while maintaining quality through the use of technology. In fact, we are doubling our investment in digital technology and, in June 2015, opened our Digital Innovation Lab in Boston. The lab serves as the hub for our work in mobile, personalized, connected health and digital therapeutics. It also connects us to Boston's vibrant start-up community, helping us solve health care challenges we can't solve on our own.

Through the power of technology, we're meeting patients where they are and helping them better manage their health. For example, we designed a new suite of digital applications in 2015 that can help patients better adhere to the medications they take for chronic diseases. We know these tools can be very effective in keeping patients on their prescribed medications and ultimately achieving better health outcomes, which also lowers health care costs. We're working toward a future in which intelligent pill bottles may someday provide medication reminders and parents can diagnose their infant's ear infection more quickly with the help of a cellphone-linked otoscope — saving valuable time, energy and money.

We're also investing in technologies to enhance and extend telehealth, with a goal of providing the same convenient, affordable and quality care offered in our MinuteClinic locations to a wider group of patients. We've piloted several new initiatives, including how to make telehealth physician care accessible through digital platforms, how to enable MinuteClinic practitioners to consult with telehealth physicians and expand our scope of care, and how our retail stores can serve as sites for in-person telehealth visits.

Health is everything. Without it, people cannot live life to the fullest. At CVS Health, we're committed to continuous innovation that makes health care more accessible and has life-changing impacts for millions of Americans.



A handwritten signature in black ink that reads "Larry J. Merlo".

Larry J. Merlo
President and CEO