Delivering pharmacy excellence through proactive, responsive support

Background

A national employer known for its commitment to employee well-being has partnered with Prime since 2013 to manage pharmacy spend in a rapidly evolving market. Like many large employers, they faced increasing cost pressures, rising specialty trends and expensive new categories like glucagon-like peptide-1 (GLP-1) receptor agonist medications. Their goal: maintain affordability and member satisfaction without adding complexity.

Solution

Prime recommended a standard formulary and proven clinical programs, paired with clear rationale and transparent performance reporting. This approach enabled the employer to confidently manage emerging categories like GLP-1s, without adding operational complexity.

Outcome

By fully adopting Prime's recommendations, the employer:

- Created a streamlined experience for members
- Provided clinically sound, condition-specific strategies to support superior outcomes for members, including prior authorization (PA) criteria aligned with the employer's benefit philosophy
- Eliminated unnecessary complexity
- Reduced its administrative burden
- Achieved consistent, measurable performance and realized significant savings

Despite higher retail utilization — where costs typically rise — the employer's per member per month (PMPM) spend has remained stable for four years (with a less than $6 variation). Their informed and relatively younger population, paired with strong Extended Supply Network fill rates and adherence to recommended strategies, contributes to these consistent performance trends.

This longstanding relationship demonstrates how shared alignment, disciplined execution and trusted partnership can deliver exceptional results. The employer knows exactly where to go for answers, and conversations are transparent and direct. Over time, this accessibility and accountability built a partnership rooted in familiarity, confidence and shared problem-solving.

$72
average PMPM net cost over four years, significantly below benchmark

3.7%
autoimmune spend decrease over four years, remaining below benchmarks

6 points
lower specialty spend averages than comparable employers with similar demographics — less than half of typical

Stats from 2022-2025 internal business data (Prime quarterly analytics reporting)

Continued

A blueprint for success

This case study demonstrates how large employers can achieve strong outcomes without unnecessary complexity. Success can be obtained with proven strategies, clear governance and transparent performance, in addition to:

- Strategic alignment with a trusted partner
- Smart formulary structures that reduce spend and disruption
- Standardized, proven clinical programs aligned with the employer's benefit philosophy
- Transparent reporting and trend visibility
- Consistent excellence at the category and drug levels
- Support for all populations, including retirees
- Availability and advocacy for unparalleled satisfaction

What employers can expect with Prime

- A disciplined, proven model that delivers measurable, stable trend performance
- Programs that reduce complexity for benefits teams
- High satisfaction from members and HR stakeholders
- Clinical strategies that confidently manage high-cost categories
- PA criteria aligned with the employer's unique needs
- Proactive, responsive support from a partner invested in their success



Want to learn more about our approach? Reach out to your Prime representative.

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