



2022 Survey Report Highlights

myMatrixx continues to lead the way



Essential perspective from the experts

CompPharma is an independent service that provides valuable insights to payers and pharmacy benefit managers (PBMs). Their annual **Prescription Drug Management in Workers' Compensation** report examines survey data to identify pharmacy trends in spending and clinical management.

For the **2022 survey report**, the **31 respondents** included decision makers, clinical personnel, operations staff in state funds, carriers, self-insured employers, guarantee funds and third-party administrators (TPAs). **Responses were based on their 2021 drug spend and pharmacy programs.**

Key survey takeaways

- Total 2021 drug spend in workers' comp: **\$2.9 billion**
- Multi-year spend decline flattened—**costs increased 0.82%**
- Opioid spend decreased **12.5% to 13.4% of total Rx—the lowest figure in 20 years**
- Legacy opioid patients continue to be a challenge
- PBM customer service still highly valued—**myMatrixx continues to lead the industry**

Top three industry challenges



Physician drug dispensing



Pricing transparency



Patient education

myMatrixx ranked #1 fourth year in a row

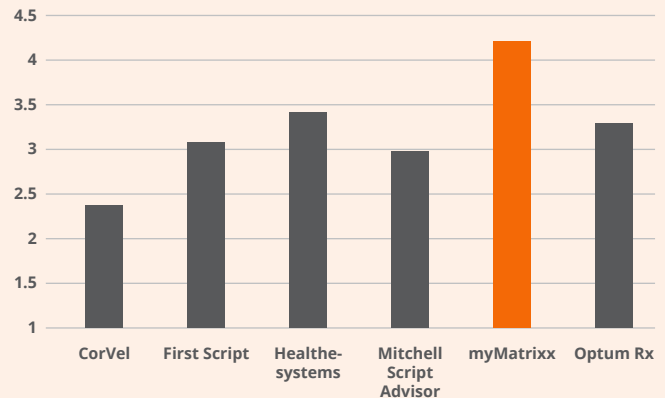
Top scoring PBM over competitors by a wide margin

Rated highest in quality and customer service

Out of the six workers' compensation PBMs ranked, myMatrixx once again led them all with a score of **4.2 out of 5 for overall quality** and **3.9 out of 5 for customer service specifically**.

Scores were based on perception of each PBM, including both reputation and firsthand experience, with "1" being "would not work with" and "5" being "would highly recommend."

PBM grades for overall quality



We may be number one, but injured workers come first

CompPharma cites customer service as the single most important attribute for a PBM. That's why myMatrixx continues to invest in human-focused support and technology, never forgetting that injured workers are our main priority.

Despite cuts, pharmacy benefit management remains critical

Payers universally acknowledge the importance of pharmacy benefit management in helping injured workers bounce back—even with a \$2 billion reduction in drug spend over the last 20 years.

Our commitment to customer service



In-house customer support, with 24/7 omnichannel access



User-friendly myPassport® claims portal, designed around direct client feedback



Track record of hiring the best people and providing a supportive culture



Dedication to the highest levels of quality assurance



Service backed by in-house clinical expertise

myMatrixx has built a reputation as a forward-leading PBM, committing to the fundamentals of trust, innovation and expertise to design a more efficient workers' compensation strategy for our clients. We aim to deliver high-touch service that is built for long-term success. All to get patients back to work and their lives safely.

Contact us at sales@mymatrixx.com to learn more about our innovative clinical programs, request a free product demo or schedule a one-on-one consultation.