STATE OF CONNECTICUT

INSURANCE DEPARTMENT

Market Conduct Report

of

Express Scripts Utilization Management Company

May 7, 2020

From December 17, 2019 through March 18, 2020, the Market Conduct Division of the Connecticut Insurance Department examined the utilization review practices of Express Scripts Utilization Management Company (the Company), using a sample period of January 1, 2018 through December 31, 2018. The examination was limited to Connecticut enrollees.

Express Scripts Utilization Management Company has its home office in the State of Missouri and is licensed as a utilization review entity in the State of Connecticut under license number 200001084. By authority granted under §38a-591 of the Connecticut General Statutes, this examination was conducted by Market Conduct examiners of the State of Connecticut Insurance Department (the Department) at the Department's offices in Hartford, Connecticut.

The purpose of the examination was to evaluate the Company's utilization review practices in the State of Connecticut. From a listing of utilization reviews performed by the Company, the examiners reviewed sixty (60) sample files, which included approved certifications during the examination period.

The Department's findings are as follows:

- No exceptions were noted.

In addition, the Company will modify its selection of cases to the Department to only include cases finalized by the Company and not by Anthem UM Services, Inc.