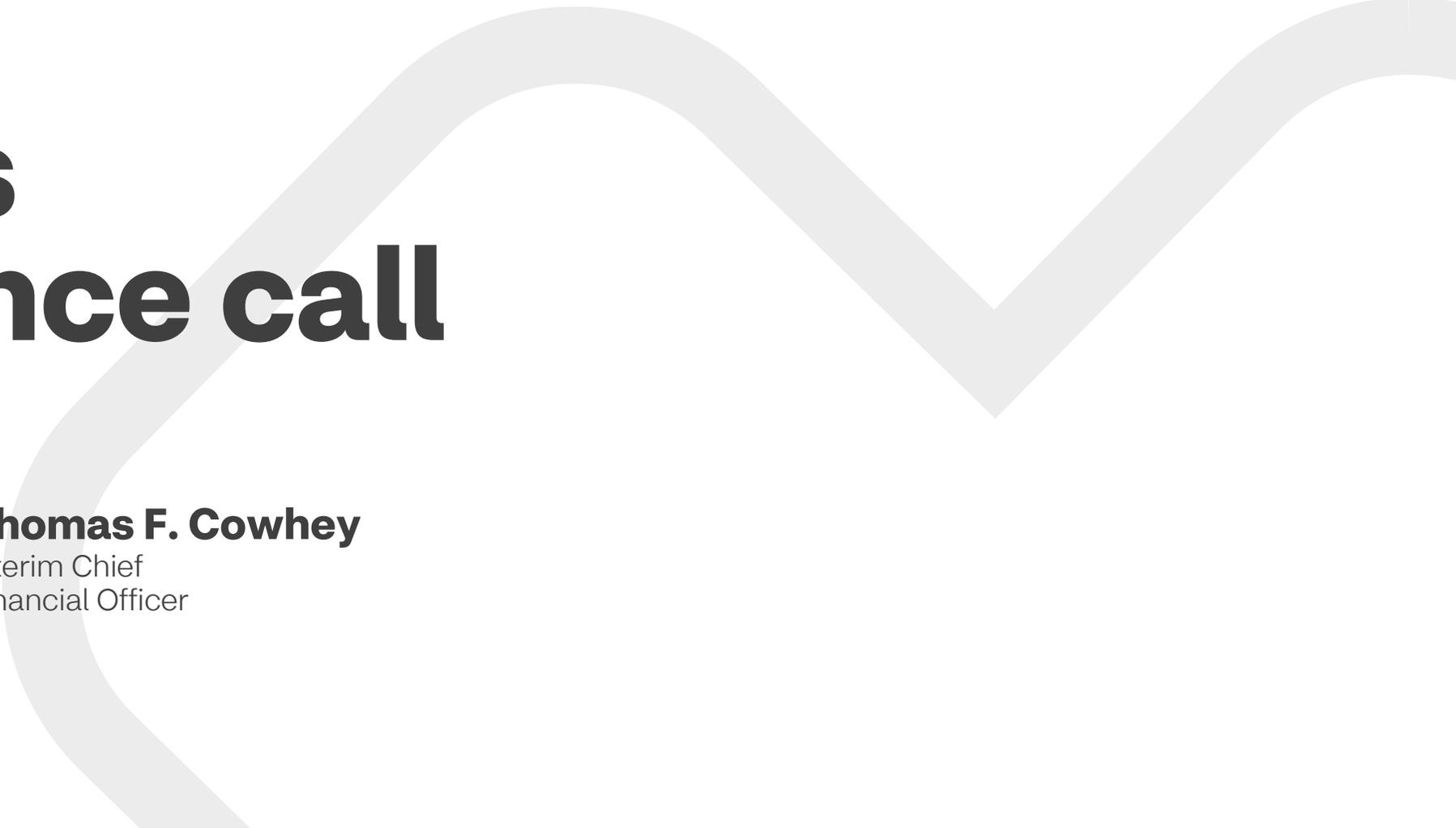


Third quarter 2023



# Earnings conference call



**Karen S. Lynch**

President and  
Chief Executive Officer

**Thomas F. Cowhey**

Interim Chief  
Financial Officer

November 1, 2023

# Cautionary statement

concerning forward-looking statements

**This presentation includes forward-looking statements.** The Private Securities Litigation Reform Act of 1995 provides a safe harbor for forward-looking statements made by or on behalf of CVS Health Corporation (“CVS Health”). By their nature, all forward-looking statements are not guarantees of future performance or results and are subject to risks and uncertainties that are difficult to predict and/or quantify. Actual results may also differ materially from those contemplated by the forward-looking statements due to the risks and uncertainties related to the recent acquisitions of Signify Health, Inc. and Oak Street Health, Inc., and the impact of COVID-19 and any new variants or viruses, as well as the risks and uncertainties described in our Securities and Exchange Commission filings, including those set forth in the Risk Factors section and under the heading “Cautionary Statement Concerning Forward-Looking Statements” in our most recent Annual Report on Form 10-K, our most recent Quarterly Report on Form 10-Q, our recent Current Reports on Form 8-K, and this morning’s earnings press release.

This presentation includes non-GAAP financial measures that we use to describe our company’s performance. In accordance with SEC regulations, you can find the definitions of these non-GAAP measures, as well as reconciliations to the most directly comparable GAAP measures, on the Investor Relations portion of our website.

**[Link to our non-GAAP Reconciliations](#)**

# Financial highlights

Delivered strong revenue growth of **10.6%** and adjusted EPS of **\$2.21** in the third quarter of 2023. Reaffirmed guidance for adjusted EPS of **\$8.50 to \$8.70** and expect to be at upper-end of operating cash flow guidance range of **\$12.5 to 13.5 billion**.

## DELIVERED STRONG Q3 Financial Results

**10.6%**  
revenue growth

**\$1.75**  
GAAP EPS

**\$2.21**  
adjusted EPS

**\$2.7B**  
cash flow from operations

## GENERATING Shareholder Value

**Cordavis™**  
launched in  
August 2023

**\$779M**  
returned to  
shareholders through  
quarterly dividend

## FULL-YEAR 2023 Company Guidance

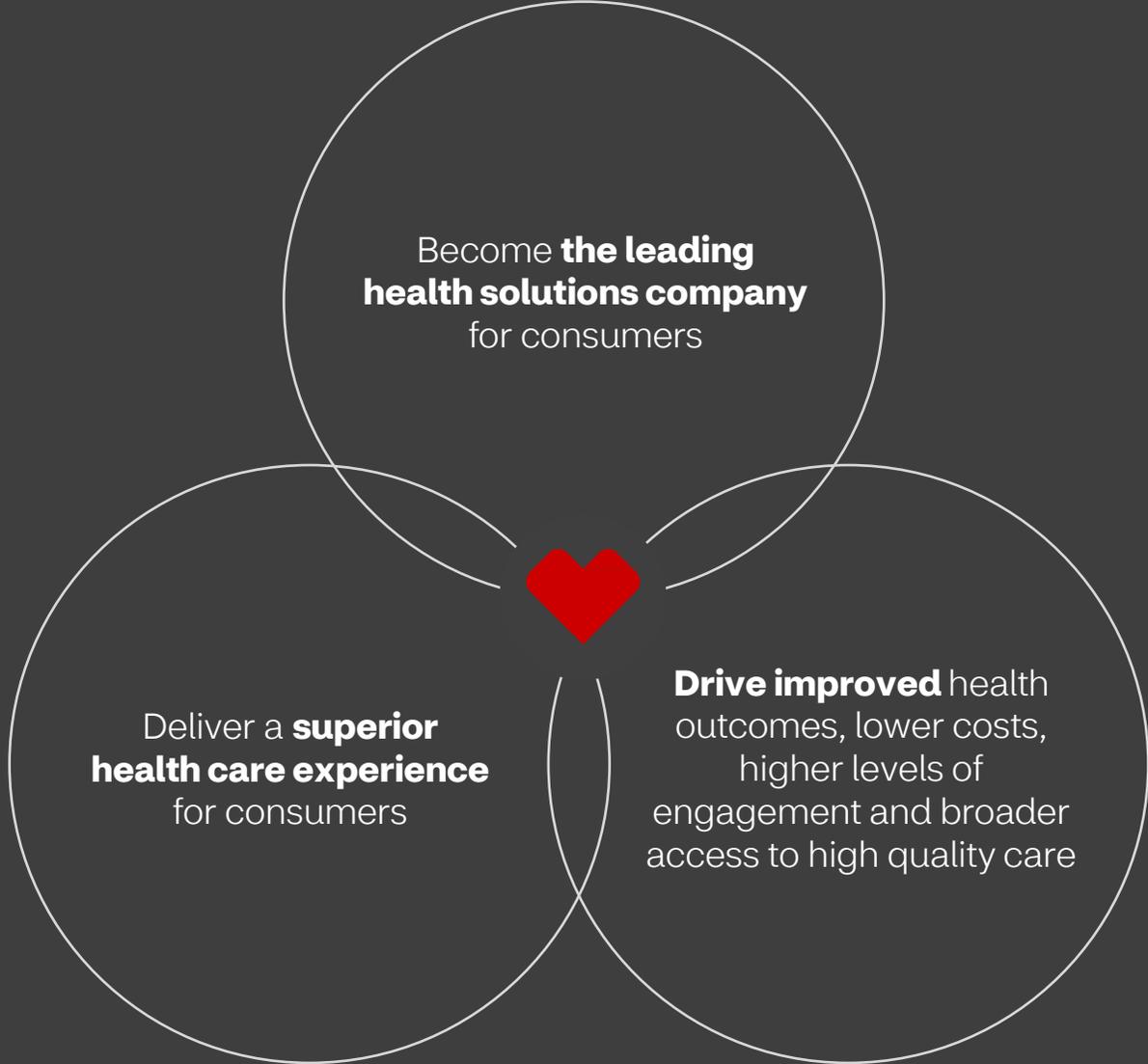
**\$351.5 – \$357.3B**  
total company revenue

**\$17.2 – \$17.6B**  
total adjusted operating income

**\$8.50 – \$8.70**  
total company adjusted EPS

**\$12.5 – \$13.5B**  
total operating cash flow

# Our vision



# Our strategic imperatives

## Grow

our core business

## Build

diverse national care delivery and value-based care capabilities

## Enable

consumers' health with care and coverage capabilities across local points of care

## Create

seamless engagement and personalized experiences across all company assets

## Empower

our people and culture

# Consolidated results

in billions, except per share amounts		Q3 2023	Q3 2022 (revised) <sup>1</sup>	Change %
Quarter results	Total Revenues	\$89.8	\$81.2	10.6%
	Adjusted Operating Income	\$4.46	\$4.35	2.5%
	GAAP Earnings per Share	\$1.75	(\$2.59)	167.6%
	Adjusted Earnings per Share	\$2.21	\$2.17	1.8%
	Cash Flow from Operations	\$2.7	\$9.1	(70.2%)
		Q3 2023 call November 1, 2023	Q2 2023 call August 2, 2023	
Full-year guidance	Total Revenues	\$351.5 to \$357.3	\$350.5 to \$356.3	
	Adjusted Operating Income	\$17.21 to \$17.57	\$17.34 to \$17.70	
	GAAP Earnings per Share	\$6.37 to \$6.61	\$6.53 to \$6.75	
	Adjusted Earnings per Share	\$8.50 to \$8.70	\$8.50 to \$8.70	
	Cash Flow from Operations	\$12.5 to \$13.5	\$12.5 to \$13.5	

## Business highlights

Announced the creation of **Cordavis™**, a wholly owned subsidiary of CVS Health, a new source of growth that will ensure our customers and clients will realize the savings potential of the biosimilar market for years to come.

Our 2024 Star ratings show that Aetna will have **87%** of its Medicare Advantage members in plans that are rated 4 stars or higher.

**\$779 million returned to shareholders** through quarterly dividend.

**Reiterated our full-year 2023 adjusted EPS guidance range of \$8.50 to \$8.70**, reflecting our continued focus on execution and the power of our diversified business model.

# Health care benefits

in billions, except MBR and membership		Q3 2023	Q3 2022 (revised) <sup>1</sup>	Change %
<b>Quarter results</b>	Total Revenues	\$26.3	\$22.5	16.9%
	Adjusted Operating Income	\$1.54	\$1.64	(6.4%)
	Total Medical Membership (millions)	25.7	24.3	5.8%
	Commercial	18.3	17.0	7.4%
	Government	7.4	7.3	1.9%
	Medical Benefits Ratio (MBR)	85.7%	83.4%	230 bps
		Q3 2023 call November 1, 2023	Q2 2023 call August 2, 2023	
<b>Full-year guidance</b>	Total Revenues	\$103.4 to \$104.9	\$102.4 to \$103.9	
	Adjusted Operating Income	\$5.63 to \$5.76	\$5.99 to \$6.12	
	Total Medical Membership (millions)	25.2 to 25.6	25.1 to 25.5	
	Medical Benefits Ratio (MBR)	86.0%	High-end of range 84.7% +/- 50 bps	

## Business highlights

**Increase in membership** reflects broad based growth in our Individual Exchange, Medicare and Commercial products.

Elevated utilization trends in our Medicare Advantage business, primarily driven by higher-than-expected utilization in outpatient and supplemental benefits.

Have not observed any other medical cost trends considered unusual or inconsistent with total expectations.

# Health services

## Quarter results

in billions, except pharmacy claims	Q3 2023	Q3 2022 (revised) <sup>1</sup>	Change %
Total Revenues	\$46.9	\$43.3	8.4%
Adjusted Operating Income	\$1.88	\$1.70	10.8%
Pharmacy Claims Processed <sup>2</sup> (millions)	579.6	584.6	(0.9%)

## Full-year guidance

	Q3 2023 call November 1, 2023	Q2 2023 call August 2, 2023
Total Revenues	\$181.5 to \$184.0	\$181.0 to \$183.5
Adjusted Operating Income	\$7.18 to \$7.31	\$7.11 to \$7.23
Pharmacy Claims Processed <sup>2</sup> (billions)	2.35 to 2.37	2.35 to 2.37

## Business highlights

Health Services results driven by continued **strong performance** and **exceptional execution** in our Pharmacy Services business.

Signify completed **655 thousand in-home evaluations** in the quarter.

Oak Street ended the quarter with **192 centers and 191 thousand at-risk lives**.

Oak Street was among the **top 5% of 2022 ACO Reach program participants**, generating a meaningful gross **savings rate of 21%**. <sup>3</sup>

# Pharmacy & consumer wellness

## Quarter results

in billions, except prescriptions filled	Q3 2023	Q3 2022 (revised) <sup>1</sup>	Change %
Total Revenues	\$28.9	\$27.2	6.0%
Adjusted Operating Income	\$1.39	\$1.40	(0.9%)
Prescriptions Filled <sup>2</sup> (millions)	407.1	405.6	0.4%

## Full-year guidance

	Q3 2023 call November 1, 2023	Q2 2023 call August 2, 2023
Total Revenues	\$115.0 to \$116.7	\$115.5 to \$117.2
Adjusted Operating Income	\$5.76 to \$5.86	\$5.63 to \$5.73
Prescriptions Filled <sup>2</sup> (billions)	1.63 to 1.66	1.65 to 1.67

## Business highlights

Total same store sales increased by nearly **9%**<sup>4</sup>, reflecting the impact of pharmacy drug mix, increased prescription volume and brand inflation.

Pharmacy same store sales increased by nearly **12%**<sup>4</sup> versus prior year; Front Store same store sales declined **2.2%**<sup>4</sup>, excluding OTC test kits grew by **0.3%**<sup>4</sup>.

Our digital members exceeded **55 million**, an increase of nearly **20%**.

Updated guidance **reflects higher contributions from seasonal immunizations**, partially offset by lower-than-expected script volume

# Pharmacy & Front store

In a dynamic environment, demonstrated **significant year-over-year growth** in total sales

Same store growth

**8.8%**  
Total sales <sup>4</sup>

**11.9%**  
Pharmacy sales <sup>4</sup>

**(2.2%)**  
Front store sales <sup>4</sup>

**2.7%**  
Pharmacy prescription volume <sup>2,4</sup>

**0.3%**  
Excluding Covid OTC test kits <sup>4</sup>

**3.5%**  
Excluding Covid vaccines <sup>2,4</sup>

# Other items

Full-year guidance

in billions, except tax rate

	<b>Q3 2023 call</b> November 1, 2023	<b>Q2 2023 call</b> August 2, 2023
Interest Expense	~\$2.7	~\$2.7
Capital Expenditures	\$2.5 to \$2.7	\$2.6 to \$2.8
Adjusted Effective Tax Rate	~24.9%	~25.3%
Weighted Average Diluted Share Count	~1.291	~1.293
Cash Flow from Operations	Upper-end of \$12.5 to \$13.5	\$12.5 to \$13.5

## Business highlights

Expect to be at upper-end of cash flow guidance range of \$12.5 to \$13.5 billion

Revised effective tax rate to 24.9%, share count to 1.291, and capital expenditures to \$2.5 to \$2.7 billion

Maintained guidance for interest expense

# Footnotes

## Third quarter 2023

1. Previously reported Q3 2022 results have been revised to reflect our new segment structure, the adoption of a new long-duration accounting standard and a change in our reporting convention to exclude net realized capital gains and losses from adjusted operating income as described in our Press Release.
2. Includes an adjustment to convert 90-day prescriptions to the equivalent of three 30-day prescriptions.
3. The statements contained in this document are solely those of the authors and do not necessarily reflect the views or policies of CMS. The authors assume responsibility for the accuracy and completeness of the information contained in this document.
4. Same store sales and prescription volume represent the change in revenues and prescriptions filled in the Company's retail pharmacy stores that have been operating for greater than one year, expressed as a percentage that indicates the increase or decrease relative to the comparable prior period. Same store metrics exclude revenues and prescriptions from LTC and infusion services operations. Effective January 1, 2023, same store sales also include digital sales initiated online or through mobile applications and fulfilled through the Company's distribution centers. Prior period financial information has been revised to conform with current period presentation. Management uses these metrics to evaluate the performance of existing stores on a comparable basis and to inform future decisions regarding existing stores and new locations. Same-store metrics provide management and investors with information useful in understanding the portion of current revenues and prescriptions resulting from organic growth in existing locations versus the portion resulting from opening new stores.