Third quarter 2024
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Earnings conference call

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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. 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, in our press release we issued in connection with the release of our results for the third quarter of 2024 and our non-GAAP reconciliation document, which are both available on the Investor Relations portion of our website.

Financial highlights

Delivered revenue growth of **6.3%** and adjusted EPS of **$1.09** in the third quarter of 2024.

Enterprise Highlights

88%
Medicare Advantage members in plans rated 4-stars or better by CMS

$837M
returned to shareholders through third quarter dividend

THIRD QUARTER

Financial Results

6.3%
revenue growth

$1.09
adjusted EPS

$0.07[1]
GAAP EPS

$7.2B
year-to-date cash flow from operations

CVSHealth

Accelerating opportunities to drive integrated value

We are **demonstrating progress** towards **key measures of success** across the enterprise,

enabling us to **deliver on our financial commitments**

Increase in Aetna members using Oak Street clinics since close	~4x
Increase in Aetna members served by Signify (YoY change)	~2x
Increase in Caremark members covered by Aetna (YoY change)	~13%
Retail pharmacy script share	~27.3%
Caremark's biosimilar strategy with Cordavis contributed to net customer savings (Since April 1st formulary change)	~$650M

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OUR VISION

Building a world of health around every consumer

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 channels

Empower

our people and culture

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Consolidated Results

in billions, except per share amounts	Q3 2024	Q3 2023
Total Revenues	$95.4	$89.8
Adjusted Operating Income	$2.55	$4.46
GAAP Earnings per Share	$0.07[1]	$1.75
Adjusted Earnings per Share	$1.09	$2.21
Cash Flow from Operations	($0.7)	$2.7

Business highlights

Delivered exceptional Stars results, achieving our **highest ever member experience score since** CMS launched the Quality Bonus Stars Program in 2012, demonstrating the **strength of the combined capabilities of Aetna and CVS Health.**

Caremark delivered meaningful savings to Commercial clients through its innovative solutions in the biosimilar market, driving **Commercial Specialty trend to 1.3%[2]**, a level not seen in recent history.

Returned $837 million to shareholders via quarterly dividend.

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Superior assets. Superior care. Superior value.

Health care benefits

Quarter Results (in billions, except MBR and membership)	Q3 2024	Q3 2023
Total Revenues	$33.0	$26.3
Adjusted Operating Income (Loss)	($0.92)	$1.54
Total Medical Membership (millions)	27.1	25.7
Commercial	18.9	18.3
Government	8.2	7.4
Medical Benefits Ratio (MBR)	95.2%	85.7%

Business highlights

Increase of ~1.4 million medical members reflects increase in Medicare and Individual Exchange, partially offset by Medicaid redeterminations.

Strong selling season in Aetna's National Accounts business where differentiated offerings have enabled large case wins and a **retention rate in the high nineties.**

Introduced SimplePay, a differentiated offering for Commercial customers that provides a simpler end-to-end member experience and has shown a **12% total cost of care savings** for employers and members.

Health services

Quarter Results

in billions, except pharmacy claims	Q3 2024	Q3 2023
Total Revenues	$44.1	$46.9
Adjusted Operating Income	$2.20	$1.88
Pharmacy Claims Processed[3] (millions)	484.1	579.6

Business highlights

Health Services **revenue of ~$44 billion** was impacted by the previously announced loss of a large client and continued pharmacy client price improvements, partially offset by **pharmacy drug mix**, **increased contributions from our Health Care Delivery assets**, and growth in specialty pharmacy.

Oak Street Health ended the quarter with **233 centers**, an **increase of 41 centers** year-over-year.

Caremark had a **robust selling season** and is building positive momentum, achieving a retention rate **in the high nineties.**

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Pharmacy & consumer wellness

Quarter Results

in billions, except prescriptions filled	Q3 2024	Q3 2023
Total Revenues	$32.4	$28.9
Adjusted Operating Income	$1.60	$1.39
Prescriptions Filled[3] (millions)	431.6	407.1

Business highlights

Generated **revenue of ~$32 billion**, reflecting an **increase of ~12%** versus the prior year and **over ~15%[4]** on a same store basis.

Adjusted operating income of **~$1.6 billion increased ~15%** versus the prior year reflecting increased **prescription volume**, including increased **contributions from vaccinations**, and **improved drug purchasing.**

Same store Pharmacy sales and same store prescription volumes **increased ~20%[4] and ~9%[4]**, respectively.

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Footnotes

Third quarter 2024

1. Third quarter GAAP diluted Earnings per Share includes approximately $1.2 billion in restructuring costs, or a $0.69 impact to Adjusted Earnings per Share, reflecting impairment charges for the approximately 270 stores the Company expects to close in 2025, costs associated with corporate workforce optimization, and other asset impairments and related charges associated with the discontinuation of certain non-core assets. A reconciliation of GAAP diluted Earnings per Share to Adjusted Earnings per Share can be found in today's earnings press release which has been posted to the Investor Relations portion of our website.

2. June 30, 2024 year-to-date Commercial client specialty drug trend, including the impact of rebates; excludes data from clients who opt out of reporting.

3. Includes an adjustment to convert 90-day prescriptions to the equivalent of three 30-day prescriptions.

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 and digital sales initiated online or through mobile applications and fulfilled through the Company's distribution centers, 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. 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.

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