ABOUT THIS MANUAL

Objective: The purpose of this manual is to quickly and effectively provide "up-to-speed" information on pharmacy benefit management. The information is organized in a logical sequence and segmented to provide clear and concise information on a specific topic. Each topic can be reviewed as a "standalone" element to accommodate easy reference or to target specific topics of interest.

For each section of this manual there is a **"Review This First"** section that provides context for the section and details the content contained in the section. The word "review" is used in favor of "read" because we present information largely in snapshot or one-page formats that allows busy users to "review" information that is presented in graphical or briefing styles versus reading long narratives of text-based information.

Audiences: This manual should be of general interest to any stakeholders in the management of the pharmacy benefit. This would include policy-makers, pharmacists, trade associations, health plan sponsors and even consumers,

Sources: To ensure that the information presented in this manual is as objective as possible, we sourced the information primarily from third parties that may be stakeholders or generally interested in the provision of the pharmacy benefit and/or the pharmaceutical supply chain, they have no direct connection or linkage to NCPA and the legislative or business objectives of community pharmacies unless otherwise indicated within this manual.

Content Presentation: This manual is organized into three (3) primary segments:

1. ABOUT PHARMACY BENEFIT MANAGERS - BUSINESS OVERVIEW

2. ABOUT PHARMACY BENEFIT MANAGERS - MAIL ORDER & GENERICS

3. APPENDIX - ADDITONAL INFORMATION