

DISPENSING ACCURACY

99.99% of prescriptions dispensed with zero errors



GENERIC DISPENSING RATE



96% of prescriptions dispensed as generic

DISTRIBUTION ACCURACY



99.99%

of prescriptions distributed with zero errors

CALL CENTER PERFORMANCE



80%

of calls answered within 30 seconds



1%

of calls abandoned

MAIL SERVICE PHARMACY



2020 PERFORMANCE SNAPSHOT

TURNAROUND TIME



~1 DAY
to fill prescriptions

Click [HERE](#) to view the 2020 Mail Service Pharmacy Aggregate Report



PERFORMANCE MEASUREMENT