

WALMART HEALTH AND WELLNESS

An Access Market Intelligence Report

AUGUST 2022

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- Self-Insured Employer Database

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Walmart Inc.

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<https://walmart.com>

Background

Walmart Inc. (Walmart) helps people around the world save money and live better – anytime and anywhere – by providing the opportunity to shop in retail stores and through eCommerce. Through innovation, Walmart strives to continuously improve a customer-centric experience that seamlessly integrates its eCommerce and retail stores in an omni-channel offering that saves time for customers.

Each week, approximately 230 million customers and members visit approximately 10,500 stores and clubs and numerous eCommerce websites under 46 banners in 24 countries.

With fiscal year 2023 revenue of \$573 billion, Walmart employed approximately 2.3 million associates worldwide, with approximately 1.7 million associates in the U.S. and approximately 0.6 million associates internationally. In the U.S., approximately 94% of these associates are hourly and approximately 69% are full-time.

Walmart’s strategy is to make every day easier for busy families, operate with discipline, sharpen its culture and become digital, and make trust a competitive advantage.

Making life easier for busy families includes the company’s commitment to price leadership, which has been and will remain a cornerstone of its business, as well as increasing convenience to save customers time.

By leading on price, Walmart earns the trust of customers every day by providing a broad assortment of quality merchandise and services at everyday low prices (EDLP). EDLP is Walmart’s pricing philosophy under which it prices items at a low price every day so its customers trust that the prices will not change under frequent promotional activity. Everyday low cost (EDLC) is Walmart’s commitment to control expenses so the company’s cost savings can be passed along to customers.

In recent years, Walmart has heavily invested in omni-channel and eCommerce innovation, as well as made several eCommerce acquisitions to better serve customers. These investments have enabled the company to leverage technology, talent and expertise, incubate digitally-native brands, and expand its assortment and service offerings.

Walmart has also continued to enhance its eCommerce initiatives internationally, such as with the acquisition of a majority stake of Flipkart Private Limited (Flipkart), which is its ecosystem in India that includes eCommerce platforms of Flipkart and Myntra as well as PhonePe, a digital transaction platform.

We are enhancing our ecosystem with our omni-channel capabilities, stores, service offerings, eCommerce websites and marketplaces, associates as well as supply chain to better serve customers. Walmart believe these elements produce a flywheel effect which creates relationships where customers view Walmart as their primary destination.

In the U.S., the company's Walmart+ membership incorporates several service offerings which provide enhanced omni-channel shopping experiences and benefits for members. As it executes on the strategy, the flywheel is accelerating through offerings such as the Walmart Connect advertising business, Walmart Fulfillment Services, the health and wellness business, including Walmart Health, and the financial services business.

Operations

Walmart U.S. is the company's largest segment and operates in the U.S., including in all 50 states, Washington D.C. and Puerto Rico. Walmart U.S. is a mass merchandiser of consumer products, operating under the Walmart and Walmart Neighborhood Market brands, as well as walmart.com and other eCommerce brands.

Walmart U.S. had net sales of \$393.2 billion for fiscal 2022, representing 69% of fiscal 2022 consolidated net sales, and had net sales of \$370.0 billion and \$341.0 billion for fiscal 2021 and 2020, respectively.

Walmart U.S. provides an omni-channel experience to customers, integrating retail stores and eCommerce, through services such as pickup and delivery, ship-from-store, and digital pharmacy fulfillment options.

As of January 31, 2022, Walmart had approximately 4,600 pickup locations and more than 3,500 same-day delivery locations. Walmart+ membership offering provides enhanced omni-channel shopping benefits that currently include unlimited free shipping on eligible items with no order minimum, unlimited delivery from store, fuel and pharmacy discounts, and mobile scan & go for a streamlined in-store shopping experience.

The Walmart U.S. business also includes an in-house advertising offering via Walmart Connect, supply chain and fulfillment capabilities to online marketplace sellers via Walmart Fulfillment Services, and access to quality, affordable healthcare via Walmart Health.

In Fiscal 2022, Walmart U.S. initiatives also included the launch of a B2B last mile delivery service platform via Walmart GoLocal, and Walmart Luminare which provides a suite of data products to merchants and suppliers

Walmart International is the second largest segment and operated in 23 countries outside of the U.S. as of January 31, 2022. Walmart International operates through its wholly-owned subsidiaries in Canada, Chile, and China, and majority-owned subsidiaries in Africa (which includes Botswana, Ghana, Kenya, Lesotho, Malawi, Mozambique, Namibia, Nigeria, South Africa, Swaziland, Tanzania, Uganda and Zambia), India, as well as Mexico and Central America (which includes Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua)

Walmart International includes numerous formats divided into two major categories: retail and wholesale. These categories consist of many formats, including: supercenters, supermarkets, hypermarkets, warehouse clubs (including Sam's Clubs) and cash & carry, as well as eCommerce through walmart.com.mx, walmart.ca, flipkart.com and other sites.

Walmart International had net sales of \$101.0 billion for fiscal 2022, representing 18% of fiscal 2022 consolidated net sales, and had net sales of \$121.4 billion and \$120.1 billion for fiscal 2021 and 2020, respectively. The gross profit rate is lower than that of Walmart U.S. primarily because of its format mix.

Walmart International's strategy is to create strong local businesses powered by Walmart which means being locally relevant and customer-focused in each of the markets it operates.

Sam's Club operates in 44 states in the U.S. and in Puerto Rico. Sam's Club is a membership-only warehouse club that also operates samsclub.com. Sam's Club had net sales of \$73.6 billion for fiscal 2022, representing 13% of consolidated fiscal 2022 net sales, and had net sales of \$63.9 billion and \$58.8 billion for fiscal 2021 and 2020, respectively.

As a membership-only warehouse club, membership income is a significant component of the segment's operating income. Sam's Club operates with a lower gross profit rate and lower operating expenses as a percentage of net sales than other segments.

Walmart Executives

C. Douglas McMillon – President and CEO

Daniel Bartless – EVP, Corporate Affairs

M. Brett Biggs – EVP and CFO

Rachel Brand – EVP, Global Governance, Chief Legal Officer

John Furner – EVP and CEO, Walmart U.S.

Suresh Kumar – EVP and Chief Technology Officer and Chief Development Officer

Judith McKenna – EVP, President and CEO, Walmart International

Kathryn McLay – EVP, President and CEO, Sam's Club

Donna Morris – EVP, Global People

Andrea Albright - EVP of Global Sourcing, Walmart International

Charles Redfield - EVP and Chief Merchandising Officer, Walmart U.S.

Megan Crozier - EVP of Merchandising, Sam's Club

Janey Whiteside – EVP and Chief Customer Officer, Walmart U.S.

Walmart Financial Information

Three Months Ended April 30

(\$ billions)	Q1 Fiscal Year 2022	Q2 Fiscal Year 2021
Walmart		
Revenues	\$141.6	\$138.3
Operating Income	\$5.3	\$6.9
Net Income	\$2.0	\$2.7
Walmart U.S.		
Revenues	\$96.9	\$93.2
Operating Income	\$4.5	\$5.4
Walmart International		
Revenues	\$23.8	\$27.3
Operating Income	\$0.8	\$1.2
Sam's Clubs		
Revenues	\$19.6	\$16.7
Operating Income	\$0.5	\$0.6

Source: Walmart FY 2022 10Q; AMI work product 2021

Fiscal Year Ended January 31

(\$ millions)	2022	2021	2020
Walmart			
Total revenues	\$572,754	\$559,151	\$523,964
Operating income	\$25,942	\$22,548	\$20,568
Walmart U.S.			
Total revenues	\$392,247	\$369,963	\$341,004
Operating income	\$21,587	\$19,116	\$17,380
Health and Wellness	\$42,839	\$38,522	\$36,558
Walmart International			
Total revenues	\$100,959	\$121,360	\$120,130
Operating income	\$3,758	\$3,660	\$3,370
Sam's Clubs			
Total revenues	\$73,556	\$63,910	\$58,792
Operating income	\$2,259	\$1,906	\$1,642
Health and Wellness	\$3,956	\$3,792	\$3,372

Source: Walmart FY 2022 10K; AMI work product 2022



Walmart Health and Wellness

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<https://corporate.walmart.com/walmarthealth>

Background

Walmart Health is focused on providing in-person and virtual health care services to local communities for a variety of needs with transparent pricing.

Walmart is committed to making health care more accessible, convenient, and affordable for customers in the communities it serves. To expand on this commitment, Walmart Health was launched in 2019 to provide key health center services for local customers with transparent pricing, regardless of insurance status.

Walmart's omnichannel offerings include Pharmacy services – retail and specialty, Optical services, national telehealth services that include a focus on behavioral health, OTC, Walmart health centers and low-cost fresh food. Through this range of services, the company focuses on Social Determinants of Health, personal behaviors and clinical care seven days a week.

Walmart provides prescriptions, over-the-counter medications, a variety of immunizations and COVID-19 drive-thru testing in select locations. For those who receive their COVID-19 vaccination at Walmart and Sam's Club, a Digital Vaccine Record is available for easy access of their vaccination record that can be saved, downloaded or shared with third-party verification apps. Walmart customers with a Walmart+ membership can also get free shipping on store purchases and medicines offered as part of the membership.

The patient is at the center of Walmart Health, where the company delivers primary and urgent care, labs, x-ray and diagnostics, counseling, dental, optical and hearing services all in one facility, right next door to the Walmart Supercenter.

Walmart Health now has 26 locations across four states: Georgia, Arkansas, Florida, and Illinois. In 2021, Walmart Health acquired a telehealth company, expanding into virtual services, which allows the company to offer accessible, convenient care to more patients when and how they want it.

Ninety percent of the population is located within 10 miles of a Walmart, with 4,000 of the company's stores located in HRSA designated medically underserved areas, which puts it in a unique position to the front door of healthcare for all Americans.

Walmart and Medscape released the Healthcare Professionals' Perspectives on Healthcare in Rural America report. With more than 10,000 HCPs sharing their perspectives, the survey is the first and largest study to assess barriers and solutions to care delivery from the perspective of those on the front lines of healthcare in rural and non-rural communities.

From the beginning of the pandemic, Walmart has prioritized the health and safety of its associates and are playing a key role in making sure COVID vaccines reach all Americans. Walmart and the Walmart Foundation have committed \$43 million of cash and in-kind to support organizations on the front lines responding to COVID-19 to strengthen the global public health response, bolster food security, and support the needs of local communities in the U.S. and internationally.

The opioid epidemic is continuing to take a devastating toll on the health and economic vitality of millions of Americans. Walmart's mission is to help people "live better," and this means helping to fight the opioid crisis facing the country. As part of our commitment, in early 2017, we established the Walmart Opioid Stewardship Initiative to identify concrete, high-impact actions to help fight the opioid epidemic.

Telehealth provider MeMD is changing its name to Walmart Health Virtual Care. Walmart announced in May 2021 that it would acquire MeMD, a multispecialty telehealth provider, in an effort to significantly expand its telehealth capabilities. The telehealth platform sits within the retailer's Walmart Health arm, which operates a slate of health clinics as well as other services.

Walmart Health Virtual Care's services are available nationwide, including urgent care, behavioral health and primary care. The telehealth platform will complement its brick-and-mortar clinics to provide end-to-end care, beginning with the latest centers that the company opened in Florida.

Quest Diagnostics announced in January 2022 that they will now offer consumer-initiated laboratory testing powered by QuestDirect™ in collaboration with Walmart. The new solution allows people to take control of their health care and purchase the same high quality laboratory tests ordered by healthcare providers through a consumer-friendly website. This collaboration builds upon a long-standing relationship between Walmart and Quest Diagnostics to broaden access to high quality health services.

With this new testing solution, an individual can purchase among more than 50 different tests, including general health, digestive health, allergy, heart health, women's health, and infectious disease. Tests can be purchased at WalmartQuestDirect.QuestDiagnostics.com.

Walmart Health & Wellness Executives

Dr. Cheryl Pegus - EVP of Health & Wellness

Dr. John Wigneswaran, MD - Chief Medical Officer

Kevin Host – SVP of Pharmacy

Dr. David Carmouche – SVP of Omnichannel Care Offerings

Jinali Desai - VP, Strategic Planning, Data and Analytics, Health and Wellness

Warren Moore - VP, Social Determinants of Health Actions

Davey Lavergne - VP, Health & Wellness Business Unit Operations

Becky Dedman – VP, Health & Wellness Operations, West Business Unit

Luke Kleyn – VP, Payer Relations

John Lacy – VP, People, Health & Wellness

Maya Bowie – VP, Health & Wellness Merchandising

Soujanya Pulluru - VP, Clinical Operations Walmart Health Omnichannel Care

Jeanine Jiganti – General Counsel, Health & Wellness

Amber Bynum - VP, Health & Wellness Global Sourcing

David Reitnauer - VP, Health & Wellness - Optical and Hearing

Andrea Marks – VP, Clinical Performance, Health & Wellness

Kyle Williams – National Sales Director, Health & Wellness

Dr. John Shufeldt – Founder & Chairman, MeMD

Bill Goodwin – CEO, MyMD

Glenn Dean – President & CFO, MeMD

Brian Setzer – SVP and CFO, Health & Wellness

Products and Services

Walmart Health Centers

Walmart Health Centers was launched to focus on delivering innovative solutions to increase access to affordable and convenient healthcare across its business. The health centers strategy is to bring together various services in an integrated way and build a consumer experience around them in order to understand the consumers' needs.

The first Walmart Health center opened in Dallas, Georgia. Walmart's model is to work with partners to provide key services such as primary care, labs, X-ray and EKG, counseling, dental, optical, hearing and community health education, all at low, transparent pricing, regardless of customers' insurance status.

Walmart Health's new centers differ from Walmart Care Clinics which the company began to open in 2014 in Texas, Georgia and South Carolina. The Care Clinics offer patients walk-in acute care, and many of the services patients would get from their local physician practice. The clinics take up about 1,500 square feet inside Walmart stores. Walmart states that the Care Clinics remain an important part of their healthcare offerings.

Beacon Health Options partnered with Walmart on the opening of the second Walmart Health center, located in Calhoun, GA. Beacon Care Services provides behavioral and mental health care, including individual, couples, group and family counseling to consumers, aged 6 and up, to address mild-to-moderate mental health issues.

Beacon's clinicians offer counseling sessions to treat common behavioral and mental health issues such as depression, anxiety, stress, grief and relationship issues. As part of the therapy, clinicians develop individualized treatment plans to help support a patient's recovery process. These plans and therapy sessions are person-centered, recovery-oriented, culturally-competent and address personalized goals and objectives.

Walmart Health centers appeal to people who need access to a basic annual physical, and the occasional test or X-Ray, but do not have the time or the health knowledge to navigate an increasingly complex primary care landscape.

As it scales the Walmart Health model, the company partnered with Blox, a maker of medical modules, to standardize the manufacturing process. A move that offers potential for designs tailored to the communities Walmart Health will serve alongside the ability to efficiently scale the model. The Cartersville location was the second location built with Blox, with the Newman, Ga., location having been the first.

Walmart Health's primary-care provider is called MC Medical LLC. The medical group was formed in Georgia in March 2019, six months before Walmart opened its first clinic in that state. MC Medical filed to do business in 37 states.

Walmart Health is operated by qualified medical professionals, including physicians, nurse practitioners, dentists, behavioral health providers, audiologists and optometrists. Walmart Health is partnering with several on-the-ground health providers to be a first-of-its-kind health center to deliver primary and urgent care, labs, x-ray and diagnostics, counseling, dental, optical and hearing services all in one facility.

Walmart Health's medical offices offer wellness checks, physicals, sick/injury visits, immunizations, and chronic condition diagnosis, care, and management. Primary care physicians can also help with TB screening tests, well-woman visits, and medication refills. With convenient locations and hours of operation, transparent pricing, and a variety of services offered under one roof, Walmart Health makes it easy to make an appointment online.

Walmart Health Center Services

Primary Care

- Annual Checkup
- Medicare Wellness Visit
- Sports, School or Camp Physical
- Well-woman Visit
- Back Pain
- Medication Refill
- Chronic Care Management
- Pre-employment Physical
- TB Screening
- Allergy Symptoms
- Birth Control
- Hypertension

Sick or Injured Visit

- Cold or Flu
- UTI
- Rash
- Stomach Pain
- Headaches
- Cuts
- Fever
- Injury

Flu Shots & Immunizations

X-Rays

Diagnostic lab tests

Hearing services - with a licensed audiologist or hearing aid technician for hearing exams, hearing aid fittings, and more.

Dental - range from dental exams including x-rays, deep cleanings, teeth whitening, fillings, porcelain crowns, simple extractions, and more.

Classes - Nutrition, fitness, and other classes provided by Walmart Health partners.

Optometry

- Comprehensive eye exams
- Contact lens fitting
- Pink eye
- Contact lens exams
- Eye emergencies
- Foreign body removal

Behavioral Health

- Individual counseling
- Group counseling
- Depression
- Stress
- Relationships
- Family counseling
- Anxiety
- Alcohol Use
- ADHD

Health Center Locations

- 4870 Elm Springs Road, Suite B - Springdale AR 72762
 - 2110 W Walnut Suite 100 - Rogers, AR 72756
 - 7075 Collins Rd Unit 100 - Jacksonville FL 32244
 - 1586 Branan Field Rd - Middleburg FL 32068
 - 904 B Cypress Pkwy - Kissimmee FL 34759
 - 3647 S Orlando Drive - Sanford FL 32773
 - 28516 State Road 54 - Wesley Chapel, FL 33543
 - 3615 Charles Hardy Pkwy #200 - Dallas GA 30157
 - 448 W. Belmont Drive - Calhoun GA 30701
 - 4221 Atlanta Highway, Suite 101 - Loganville GA 30052
 - 1025 Bullsboro Drive, Suite A - Newnan GA 30265
 - 101 Market Pl Blvd SE, Suite B - Cartersville GA 30121
 - 137 Willow Ln. - McDonough GA 30253
 - 125 Pavilion Pkwy, Suite A - Fayetteville GA 30214
 - 6435 Bells Ferry Rd, Ste 110 - Woodstock GA 30189
 - 2042 W Spring St. - Monroe GA 30655
 - 210 Cobb Pkwy SE S, Suite 100 - Marietta GA 30060
 - 1438 Dogwood Dr. Se - Conyers GA 30013
 - 3245 Lawrenceville Suwanee Road, Suite 100 - Suwanee GA 30024
 - 815 Shugart Rd. - Dalton GA 30720
 - 1735 S. Highway 27 - Carrollton GA 30117
 - 2510 Redmond Circle NW - Rome GA 30165
 - 5448 Whittlesey Blvd. Ste B - Columbus GA 31909
 - 6020 Harrison Rd. Ste B - Macon GA 31206
 - 1715 N Kilpatrick Ave - Chicago IL 60639
 - 8410 S. Holland Road, - Chicago IL 60620
-

Walmart Care Clinic is a primary care clinic, which encompasses diagnosis and treatment of chronic and acute illnesses, as well as preventative services, such as immunizations, physicals and additional health screening.

Walmart Care Clinic is staffed by certified nurse practitioners committed to providing safe, high-quality care. These healthcare professionals are fully licensed, credentialed and clinically experienced to provide primary health care.

They are trained to diagnose and treat a wide range of basic medical conditions, perform and interpret certain diagnostic tests, manage certain chronic conditions, administer vaccinations, make appropriate referrals for specialty or more advanced care, and prescribe medication when appropriate. Where required by law, nurse practitioners maintain a collaborative practice agreement with an independent physician, facilitating consultation as needed.

The Walmart Care Clinic is different from other retail clinics because it's a primary care office that takes care of more than just injuries or lab tests. Staff at Care Clinics offer the same services you'd receive from any primary care facility.

- Primary care
- Management of ongoing conditions
- On-site lab tests
- Injections
- Illnesses and injuries
- Physicals and wellness checks
- Off-site lab tests
- Immunizations

Care Clinic Locations

- 555 W Interstate 30 Garland TX 75043
 - 2223 S. Loop 256 Palestine TX 75801
 - 494 W. Interstate 30 Royse City TX 75189
 - 3820 State Highway 64 W Tyler TX 75707
-
-

Walmart Health Virtual Care

MeMD delivers medical and mental health visits to 5 million members nationwide over the computer, phone or mobile device. MeMD is known for its technologically advanced platform, adaptability and high-quality care.

Operated by a team of diverse, highly skilled professionals with proven track records in healthcare leadership, innovation, IT and operations, MeMD has staked a reputation as an industry innovator that provides businesses with the most flexible and user-friendly medical and teletherapy services available.

Walmart Health Virtual Care provides enterprise-level organizations and groups nationwide with access to telehealth services, including urgent care, primary care and behavioral healthcare, complementing brick-and-mortar Walmart Health centers where patients can access in-person care. Walmart Health Virtual Care will be available in the Florida Walmart Health centers and expand to existing centers over the next several months.

Customers – Brokers & Advisors, Distribution Partners, Employer Groups, Hospitals & Health Systems, Unions & Associations, Government & Education.

Products and Services – Virtual Primary Care, Medical Solutions, Behavioral Health Solutions, Return-to-Work Solutions.

- Urgent Care - Adults and children can be treated 24/7 for routine health issues.
- Men's Health - A discreet and simple way for men to discuss private health concerns 24/7.
- Women's Health - A safe and convenient way for women to discuss personal health concerns 24/7.
- Behavioral Therapy - Adults can speak with a licensed therapist and get help in as few as 24 hours.

Available as a standalone or as part of a comprehensive medical and behavioral telehealth program, the Walmart Health Virtual Care Diabetes Program was developed for employers and payors to help their employees and members close gaps in diabetes management among employees and their families through early intervention, which could lead to better health outcomes.

Oak Street Health, a network of primary care centers that delivers value-based care to adults on Medicare, announced a collaboration in 2020 with Walmart to bring Oak Street Health clinics to three Walmart Supercenters in the Dallas-Fort Worth area and Mesquite in 2020.

The Oak Street Health clinics in Dallas-Fort Worth planned to offer comprehensive and preventive primary care and urgent care services. They were to feature a modern design and provide extended hours for walk-ins, same-day appointments and scheduled appointments. While all members of the community - from toddlers to seniors - are welcome at these clinics,

Walmart Health Centers Recent Activities

Walmart Health Virtual Care is going high tech via Gyant's automated patient intake and charting tool, Intake. Gyant's clinical web-enabled assessment solution will begin rolling out this month and will be available to all Walmart Health Virtual Care member groups using virtual urgent care services by the end of the year, Gyant said

Florida families can now experience convenient access to health care with the opening of five new Walmart Health centers across North and Central Florida. The openings mark Walmart Health's expansion into Florida, beginning with the new Jacksonville location at 7075 Collins Rd., situated adjacent to the Collins Road Supercenter. At least four additional locations in Florida have been opened in the Jacksonville, Orlando and Tampa areas. Situated adjacent to Walmart Supercenters, these convenient state-of-the-art Walmart Health centers provide a range of services, including primary care, labs, X-ray and EKG, behavioral health and counseling, dental, optical, hearing and more. Onsite Walmart Care Hosts and Community Health Workers will help customers navigate their visit, understand resources and be a familiar presence for regular visits.

Announced in 2021, all Walmart Health locations in Florida will be the first centers to utilize Epic health technology. Epic is the most widely-used and comprehensive health records system in the U.S., used by more than 2,000 hospitals and 45,000 clinics. Through this single, unified system, Walmart Health will engage patients, health care professionals, insurance carriers and other stakeholders while enhancing communication, personalization and information sharing amongst health care professionals and patients utilizing a patient portal.

A Visalia Walmart is taking the trend of clinics opening in retail spaces to a new level by being the first in California to offer a clinic at one of its stores. Walmart has been issued a building permit from the city of Visalia to renovate its existing store on Demaree Street near Goshen Avenue to include what could be California's first "Walmart Health" medical clinic. A manager at the store confirmed the plan saying the clinic would offer similar services to those currently operating at 24 sites in southern states. The manager said the new Visalia clinic could open early next year. He was not sure if the roll out may include other Tulare County Walmart locations.

Walmart recently announced two new and exclusive offerings that help make it simple, easy and affordable for customers to live better. Walmart is the first retailer to exclusively offer BetterUp for Caregivers™ and Easy Vitamin Plan subscriptions to customers across the U.S. The offerings, now available via the Wellness Hub include:

- BetterUp for Caregivers™ - provides caregivers access to live group coaching circles led by a professional BetterUp coach, and includes customized tools and a community for support as they navigate daily challenges. BetterUp is a human transformation company that helps people grow personally and professionally through coaching.
- Easy Vitamin Plan - has teamed up with Walmart to offer its personalized vitamin subscription plan to Walmart customers. Easy Vitamin Plan makes customized nutrition accessible and more affordable for Walmart customers by offering subscribers a 28-day supply of vitamins that meets their specific needs at an everyday low price.

Walmart is set to acquire AR optical tech company Memomi. The acquisition reinforces Walmart's commitment to frictionless and omnichannel optical care, the retailer said. Since 2019, Memomi has enabled digital measurements for all Walmart and Sam's Optical customers across more than 2,800 Walmart Vision Centers and 550 Sam's Clubs, and also powers the Optical eCommerce experience on SamsClub.com.

Acquiring Memomi, an AR company, is the next step in Walmart's journey of offering personalized, affordable access to optical care. This acquisition furthers Walmart Health & Wellness' strategy to deliver integrated, omnichannel health care, leveraging data and technology to improve engagement, health equity and outcomes. Memomi is a leading provider of technology that enhances virtual optical try-on experiences, helping customers virtually try on eyewear in real time for a seamless, easy and fun omnichannel experience.

Walmart Pharmacy

Walmart has a long history in retailing and pharmacy operations. Walmart operates more than 4,600 stores and around 600 Sam's Club locations in the U.S, with more than 500 pharmacies.

Walmart Pharmacy includes state-of-the-art automation, an elevated customer experience and an expanded suite of services to deliver the highest convenience, experience and quality of service. Walmart continues to expand its clinical offerings, while ensuring that pharmacists practice at the top of their license, so that patients benefit by getting quality health care. Walmart Pharmacy, where allowed in the state, provide CLIA-waived screenings and, in select locations, rapid diagnostic testing.

Walmart's MTM/adherence program includes adherence outreach, gaps in therapy, targeted and comprehensive medication reviews, medication synchronization, refill reminders, and messaging. Walmart's works includes naloxone dispensing and counseling, as well as its prescriptive and specialty pharmacy services.

Walmart's pharmacy staff provides screenings in more than 4,200 locations nationwide and, through Walmart Wellness days, has administered over four million free screenings, including blood pressure, BMI and total cholesterol. Walmart also is addressing the growing trend in the pharmacy industry — pharmacists collaborating with other healthcare providers.

Walmart pharmacies also are responding to the increasing number of patients with chronic conditions who may be on multiple drug regimens. Walmart also offers a mobile app, where customers can easily connect and manage their family's health.

Walmart Specialty Pharmacy is a URAC accredited, provider with a focus on patient-centered care, helping patients manage specialty medication therapies for a wide variety of complex and chronic diseases. Walmart Specialty Pharmacy coordinates care between patients, caregivers and insurance companies to ensure that patients receive necessary medications and supplies whenever and wherever they are needed.

Walmart plans to bring more transparency of unit prices across specialty and mail-order prescriptions using Capital Rx's Clearinghouse Model. Capital Rx's Clearinghouse Model is a new technology-driven pricing framework that eliminates arbitrary drug costs by connecting plan sponsors and sellers pharmacies, providing real-time pricing for all drugs. Capital Rx and Walmart are the first to offer employers a unit price for all prescriptions across retail, mail and specialty.

As part of ongoing efforts to help curb the nation's opioid epidemic, the American Pharmacists Association (APhA) has collaborated with Walmart to offer a free online training program on opioid stewardship to all pharmacists and pharmacy technicians around the country.

In June 2021, Walmart acquired the technology platform, patents and intellectual property of CareZone, which developed an app that helps people manage their health information and medications. Individuals can also use the app to scan labels or insurance cards to speed and simplify the process. Walmart added members of CareZone's product and technology team that built their app, and who will help the company innovate and integrate faster with Walmart's existing systems. The technology and team members joining Walmart will augment current Health & Wellness capabilities and support the company's focus on digital health care solutions. CareZone remains a separate company unrelated to Walmart.

Walmart also recently partnered with a digital platform to provide self-funded employers and their employees with access to cost-effective healthcare. Walmart and Transcarent announced they would be working together as go-to-market partners for self-insured employers across the country.

The agreement allows Transcarent, which offers employees and their dependents a new, different and better health and care experience, to share Walmart's everyday low cost on pharmaceuticals and other services with self-insured employers and their employees for the first time.

The collaboration makes it easier for millions of employees and the families of self-insured employers to access high-value care — no matter where they live — at affordable prices. This new offering will allow employers of all sizes to leverage Walmart's health care size and scale to more easily provide their employees convenient care and cost-effective health and wellness options.

Walmart's omnichannel offerings include Pharmacy services – retail and specialty, Optical services, national telehealth services that include a focus on behavioral health, OTC, Walmart health centers and low-cost fresh food. Through this range of services, the company focuses on Social Determinants of Health, personal behaviors and clinical care seven days a week.

In addition to the high-value Walmart prescription benefits that will be available to employers, employees and their families, Transcarent's health and care experience will serve as the on-ramp for self-insured employers and their employees to a 24/7 personalized health and care experience for virtually all of the most common and most challenging needs.

Walmart is offering the first-ever private-brand analog insulin. Walmart's ReliOn NovoLog was announced Wednesday, with executives noting that the insulin offering includes analog insulin vials for \$72.88 and FlexPens for \$85.88 — offering savings of between 58% and 72% off the cash price of branded insulin products.

The new private label ReliOn NovoLog Insulin (insulin aspart) injection, manufactured by Novo Nordisk, was available in Walmart pharmacies and Sam's Club pharmacies in mid-July 2021 across the United States.

ReliOn NovoLog is a rapid-acting insulin analog used to control high blood sugar in adults and children with diabetes. Customers will need a prescription in order to purchase the products and should always consult with their doctor regarding their diabetes management.

Walmart+ members are now able to unlock exclusive savings on thousands of the most commonly prescribed medications through a new members-only prescription savings program the retailer is calling Walmart+ Rx for less.

Walmart+ Rx for less joins a growing list of benefits offered to Walmart+ members. The program delivers additional savings on the most commonly prescribed medications across a variety of health needs, including heart health, mental health, antibiotics, allergies and diabetes management. Any member with a paid Walmart+ membership* now has access to select medications at zero cost and thousands of additional prescription medications at a discount of up to eighty-five percent.**

Since 2006, Walmart Pharmacy patients have saved on prescriptions through the retailer's industry-changing \$4 generics program. Customers will continue to benefit from that program in all Walmart pharmacies. And for those looking to save even more on their medications, membership has its benefits.

Walmart+ members can choose to use the prescription discount program instead of their insurance benefits by presenting their pharmacy savings card along with a valid prescription at any Walmart Pharmacy location. Walmart+ member discounts can also be applied to e-prescriptions provided from a prescriber and transferred to the Walmart Pharmacy.

The prescription savings program is administered by MedImpact, a pharmacy benefit management company and a leader in Rx discounts, and includes prescriptions such as Cephalexin, Metformin, Lisinopril and more.

Walmart is using its size and scale to bring down costs for customers who must pay out of pocket for insulin, providing a more affordable option for those who can't benefit from copay limits. By working directly with insulin manufacturer Novo Nordisk, Walmart is selling insulin products under its own private ReliOn label that saves customers up to 75% off the cash price of branded analog insulin.

ReliOn private label of Novolog (insulin aspart) injection analog insulin in vials and FlexPens[®] as well as ReliOn NovoLog[®] Mix 70/30 (insulin aspart protamine and insulin aspart injectable suspension) are available at Walmart and Sam's Club pharmacies nationwide to anyone with a prescription, regardless of their insurance status.

Health Insurance

Walmart launched its new insurance brokerage ahead of Medicare open enrollment in 2020. Walmart Insurance Services is licensed in all 50 states and the District of Columbia, and offer Part D, Medicare Advantage and Medicare supplement plans from a number of insurers including UnitedHealthcare, Humana, Anthem WellCare Health Plans, which is now a subsidiary of Centene Corporation, and Arkansas Blue Cross and Blue Shield.

Licensed Walmart insurance agents assisted members in selecting Medicare coverage beginning with the upcoming open enrollment period for the 2021 plan year.

Also, Clover Health partnered with Walmart to offer a series of Medicare Advantage plans aimed at low-income, Medicare-eligible beneficiaries in Georgia. This is the first entry for Walmart into the health plan space, though the company does have a co-branded Medicare Part D plan with Humana. It has also launched a series of health clinics.

Walmart pointed to the insurer's Clover Assistant, which employs machine learning to offer care recommendations and other guidance to primary care physicians, to help sell its Live Healthy plans to half a million Medicare customers in eight Georgia counties starting in 2021. The Live Healthy PPO plan would offer a zero-dollar premium and include primary care visits, lab tests and other services.

This recent activity follows Walmart's working with DirectHealth.com which began in 2014. DirectHealth and Walmart launched *Healthcare Begins Here*, an in-store program designed to educate customers on health insurance options. DirectHealth.com is an online health insurance comparison site which is an independent licensed health insurance agency.

DirectHealth.com also manages relationships with licensed insurance agents, enabling customers to compare coverage options and enroll in the plan that is right for them whether that be a Medicare plan or Public Healthcare Exchange plan through online, phone and in-store services.

Walmart agreed to work with Anthem, Inc. in 2018 to advance the companies' mutual goals of reducing healthcare costs and providing consumers with increased access to over-the counter (OTC) medicines and services that can improve their health.

The Anthem-Walmart program, launched in January 2019, enables consumers who are enrolled in Anthem's affiliated Medicare Advantage (MA) plans to use OTC plan allowances to purchase OTC medications and health-related items, such as first aid supplies, support braces, and pain relievers at Walmart's stores and on Walmart.com.

Walmart has partnered with a digital platform from Transcarent to provide self-funded employers and their employees with access to cost-effective healthcare. Employers across the country will be able to utilize Walmart's healthcare offerings and provide their employees with access to affordable care options.

Self-insured employers will have access to Walmart's retail and specialty pharmacy services, prescription drugs, telehealth services, optical care, over the counter services, and community health centers. Certain Walmart locations offer a number of immunizations and COVID-19 drive-thru testing, as well.

In addition to the partnership, Walmart recently launched its own brand of analog insulin which may save customers 58 to 75 percent off the price of branded insulin, increasing access to affordable chronic disease management.

With Transcarent, employers have no up-front fees or fees per employee per month. In addition, the digital platform offers a fully at-risk model for employers, according to the company. The platform also pays hospitals and health systems up front for surgeries, the press release stated.

Self-insured employers and their employees will gain access to Transcarent team members who can provide guidance with navigating and understanding healthcare options and costs. They can also assist consumers with accessing virtual and in-person care through the company's digital options or Walmart's in-person clinics.

Walmart Health and Wellness Initiatives

Capital Rx

Capital Rx joined with Walmart to bring transparency of unit prices across specialty and mail order prescriptions through its Clearinghouse ModelSM in order to combat rising cost of prescription drugs. Capital Rx's Clearinghouse Model is a new technology-driven pricing framework that eliminates arbitrary drug costs by connecting buyers (plan sponsors) and sellers (pharmacies) and providing real time pricing for all drugs. Capital Rx and Walmart are the first to offer employers a unit price for all prescriptions across retail, mail and specialty.

CareZone

Walmart acquired digital medication management company CareZone's tech platform, patents and "key intellectual property." While CareZone will remain a separate, unrelated company, some of its employees on the product and tech team will be joining Walmart in order to help integrate the system. The platform caters to individuals with multiple medications. Patients or family members scan pill bottles and, in turn, the platform can create a list of the medications and share with medical teams. The tool also has medication reminders. CareZone was founded in 2012 and was designed to help users keep track of their medications and make managing chronic conditions simpler. It also has quite a bit of funding behind it.

Drone Delivery

Walmart continues to look for ways to enhance and speed up on-demand delivery. The company announced a pilot program with end-to-end drone delivery company Flytrex to deliver select grocery and household essentials from Walmart stores using automated drones. The pilot launched Sept. 9, 2021 in Fayetteville, N.C. The Flytrex drones, which are controlled via the cloud using a smart and easy control dashboard, will help Walmart gain valuable insight into the customer and employee experience, from picking and packing to takeoff and delivery.

EHRs

Walmart announced a new partnership with Epic, makers of a comprehensive health records system, to help make it simple for customers to live healthier. Epic's platform will support all of Walmart's health and wellness lines of businesses as it is rolled out and will first be implemented in four new Walmart Health Centers opening in Florida in early 2022. Epic is used by more than 2,000 hospitals and 45,000 clinics, including most U.S. News & World Report's top-ranked hospitals and medical schools. To date, a majority of the U.S. population has their medical records in an Epic system. Epic's online portal allows patients to securely access their health information, communicate with their providers, schedule appointments and pay bills on their phone or computer.

Health at Scale

Walmart will offer employees access to technology company Health at Scale's services that include provider recommendations based on outcomes, ratings and other metrics. Health at Scale's software covers 25 different specialties, in addition to 34 procedures and imaging services. The company uses machine learning and artificial intelligence to match patients to providers, treatments and other interventions.

Health Equity

Walmart is partnering with virtual care company Grand Rounds Health and Doctor On Demand on a digital health program aimed at tackling health disparities among African American workers. Walmart and a group of other large employers including Accenture, Best Buy, Genentech, Medtronic, State Farm and Target are spearheading a new initiative called the Black Community Innovation Coalition in partnership with the virtual care company. Combined, the group employs more than 500,000 African American workers. The companies say it's the first dedicated care concierge and healthcare navigation platform focused on improving the healthcare experience and advancing health equity for Black Americans. The goal is to create a culturally specific concierge service to engage workers of color on their health.

HIV Epidemic Initiative

The U.S. Department of Health & Human Services (HHS) further expanded access to pre-exposure prophylaxis (PrEP) HIV prevention medications by adding donated dispensing services from Walmart to the Ready, Set, PrEP program. The program allows uninsured patients to fill their prescriptions at no cost. Ready, Set, PrEP is a nationwide program led by HHS providing PrEP medications to thousands of individuals who qualify, increasing access to PrEP medications – a safe, effective way to prevent HIV.

Quest Diagnostics

Quest Diagnostics will now offer consumer-initiated laboratory testing powered by QuestDirect™ in collaboration with Walmart. The new solution allows people to take control of their health care and purchase the same high quality laboratory tests ordered by healthcare providers through a consumer-friendly website. This collaboration builds upon a long-standing relationship between Walmart and Quest Diagnostics to broaden access to high quality health services. With this new testing solution, an individual can purchase among more than 50 different tests, including general health, digestive health, allergy, heart health, women's health, and infectious disease. Tests can be purchased at WalmartQuestDirect.QuestDiagnostics.com.

Sam's Club Care Accelerator

Through a series of bundled healthcare services, members will save money on their most common healthcare service needs, including primary care, dental, optical and alternative medicine. Sam's Club is testing this program in Michigan, Pennsylvania and North Carolina, with the potential to expand to all members in the future.

Veterans Affairs

The U.S. Department of Veterans Affairs and Walmart opened locations as part of a joint effort help Vets in rural areas get better access to medical services, the first location for a new telehealth pilot program. The store, located in Asheboro, North Carolina, is part of a public-private affiliation whereby Walmart donated equipment and space allowing Veterans to meet with a VA provider in a private room through video technology. It's part of the VA's Accessing Telehealth through Local Area Stations, or ATLAS, services initiative, which will provide clinical services – which the VA notes will vary by location – including primary care, nutrition, mental health and social work.

Walmart Associates

As of the end of fiscal 2022, Walmart employed approximately 2.3 million associates worldwide, with approximately 1.7 million associates in the U.S. and approximately 0.6 million associates internationally. In the U.S., approximately 94% of these associates are hourly and approximately 69% are full-time.

Walmart's workforce strategy includes the following strategic priorities:

- Inclusion - Build a Walmart for everyone: a diverse, equitable and inclusive company, where associates' ideas and opinions matter.
- Well-being - Focus on the physical, emotional, and financial well-being of associates.
- Growth - Provide ongoing growth, development and learning opportunities for associates and continue to attract talent with new skills.
- Digital - Accelerate digital transformation and ways of working to improve the associate experience and drive business results.

Walmart continuously reviews its associates benefits and well-being programs, and thoughtfully make updates based on what makes sense. The company launched a number of new and expanded programs for 2021 that help associates get quality care in convenient ways. Walmart also kept medical plans as low as \$31.40 per paycheck for associate-only coverage in most locations.

Walmart introduced digital benefits programs in select areas that connect associates enrolled in a Walmart medical plan with great care and preventive visits.

- State-of-the-art virtual physical therapy program. It helps associates feel better by giving them direct access to a licensed physical therapist through convenient video visits and the freedom to do their therapy anytime, anywhere through app-based exercises.
- Gastrointestinal health pilot. It helps associates improve their digestive health by giving them round-the-clock access to a team of professionals dedicated to helping them improve their digestive health, plus ongoing education, one-on-one coaching and more.
- Virtual access to primary care doctors who can handle associates' everyday health needs like asthma or diabetes, guide them to specialists to help with their care, connect them with behavioral health professionals and more.
- Included Health Communities, a care-navigation platform tailored for the LGBTQ+ community, and doula coverage for plan participants in Georgia, which offers associates up to \$1,000 per pregnancy.
- Associates in select states will also get their own Personal Healthcare Assistant who will offer them personalized support, give them fast and easy access to doctors, help them get a second opinion or figure out a complicated medical bill.

Walmart announced that its 1.5 million associates will be able to apply for one of seven bachelor's degrees and two career diplomas in health-related fields for \$1 a day through Live Better U, Walmart's education benefit program.

The health and wellness courses include career diploma programs for pharmacy technicians and opticians through Penn Foster and seven bachelor's degrees in health science, health and wellness and healthcare management/administration offered through Purdue University Global, Southern New Hampshire University, Bellevue University and Wilmington University.

Walmart's Centers of Excellence Program began six years ago and covers the cost of travel for associates with serious conditions to out-of-state hospitals with premier doctors. Walmart's Centers of Excellence program gives associates access to world-class specialists for:

- Certain heart surgeries, like cardiac bypass and valve replacements.
- Certain spine surgeries, like spinal fusions and removal of spinal discs (discectomy). Hip and knee joint replacements.
- Breast, lung, colorectal, prostate, and blood cancers (including myeloma, lymphoma, and leukemia).
- Certain weight loss surgeries, like gastric bypass and gastric sleeve procedures.
- Organ and tissue transplants (except kidney, cornea, and intestinal), ventricular assist devices (VADs) and total artificial hearts, and CAR-T cell therapy.
- Outpatient radiology, which will be reviewed automatically through the pre-authorization program.

Walmart has partnered with several world-class health systems across the country to serve the Centers of Excellence program, and a few of these include: Cleveland Clinic, in Cleveland, Ohio, for cardiac surgery. Johns Hopkins Hospital, in Baltimore, Maryland, for joint replacement surgery. Mayo Clinic in Minnesota, Florida and Arizona, for transplants and cancer care. Geisinger Medical Center, in Danville, Pennsylvania, for weight loss surgery. Mercy Springfield, in Springfield, Missouri, for spine surgery.

In late 2019, Walmart announced a pilot program involving a small, curated network of high-quality providers. In this new healthcare plan, Walmart will work with Embold Health to handpick in-network doctors based on their histories of care and quality of results in the Featured Providers program.

Embold Health is creating a new standard for healthcare quality by combining the largest dataset in healthcare, clinically validated analytics and the expertise of leading physicians and data scientists to shine a light on top-performing doctors, ensuring that people receive better care and that all doctors have the opportunity to improve.

Walmart rolled out the initiative to approximately 115,000 employees and family members in select markets and is working with Embold to roll out the benefit on a market-by-market and specialty-by-specialty basis.

Embold uses three key drivers to examine results for physician performance - appropriateness of care, effectiveness of care and total cost of care. By directing patients toward providers with better outcomes, employers remove the guesswork while, in the long run, reducing costs.

Starting January 1, 2020, the program covers Walmart and Sam's Club workers in Orlando and Tampa, Florida, the Dallas-Fort Worth, Texas area and Northwest Arkansas.

In North Carolina and South Carolina, Walmart tested the Personal Healthcare Assistant, a resource that aims to simplify the health system. The service, a type of concierge built to add transparency into what has historically been an opaque process, works via a website, phone number, and app.

Associates can use Healthcare Assistant to address a variety of health needs, starting with billing and appointments, but also finding a quality provider, understanding a diagnosis and addressing other complex questions. The assistant will also help with peripheral needs, such as coordinating transportation and finding child care during appointments.

Walmart is looking to hire 150,000 new store associates across the country in time for the holiday season and beyond. In response to continued growth, Walmart is looking for new talent for mostly permanent and full-time store positions. This is in addition to the 20,000 supply chain associates it planned to hire as announced Sept. 1, 2021.

Walmart is raising the hourly wages for more than 565,000 store employees in the frontend, food & consumable and general merchandise work groups by at least \$1.00. The increase was effective Sept. 25, 2021. With the new hike, Walmart has raised pay for approximately 1.2 million hourly associates in its U.S. stores, increasing its U.S. average hourly wage to \$16.40. It is the company's third wage investment in store associates during the past year.

Walmart is making a large investment in its employees amid one of the worst labor shortages in years. The company is committing to invest nearly \$1 billion during the next five years in career-driven training and development. Walmart said it will pay 100% of college tuition and books for employees through its Live Better U (LBU) education program. Walmart has been steadily expanding to the program, which launched in 2018.

Starting Aug. 16, 2021, the program's \$1 a day fee will be removed for employees, making all education programs paid for by Walmart. This means approximately 1.5 million part-time and full-time U.S. Walmart and Sam's Club associates can earn college degrees or learn trade skills without the burden of education debt, the company said.

In addition, Walmart will add four academic partners: Johnson & Wales University, the University of Arizona, the University of Denver and Pathstream. These complement the existing partners: Brandman University, Penn Foster, Purdue University Global, Southern New Hampshire University, Wilmington University and Voxy EnGen. Each of these institutions were chosen for their history of success with adult and working learner programs as well as their focus on degree completion.

Walmart is also offering educational opportunities to the general public. In June, it launched Community Academy, a free program that leverages its network of over 200 Walmart Academies in stores across the country to offer educational opportunities to anyone in the community.

As part of the company's commitment to improve maternal and infant health, Walmart added doula services last year for associates in Georgia enrolled in a medical plan. This year, the company is expanding this benefit beyond Georgia to three additional states: Louisiana, Indiana and Illinois. This benefit covers up to \$1,000 for doula services during pregnancy and is part of a suite of benefits offered through its Life with Baby program, which is available to associates on a Walmart medical plan. Life with Baby provides access at no cost to resources like one-on-one coaching from a nurse, tools to track daily progress, helpful articles from leading experts, special baby gifts and more.

Walmart is making significant investments in higher wages and career progression for its pharmacy technicians.

- **Raises for current associates:** the company is raising pay for more than 36,000 Walmart and Sam's Club pharmacy technicians, increasing their average hourly wage to more than \$20 an hour.
- **More frequent raises:** Pharmacy technicians will get more frequent, automatic pay raises as the company introduces a new, progressive wage model designed to set it apart from the competition.
- **Free pharmacy tech certification:** The investments work in tandem with Walmart's long-standing commitment to pay for eligible associates to become certified pharmacy technicians through benefits like Live Better U and related programs. Walmart certified technicians can make \$3 more per hour than their non-certified peers, which means earning a certification can make a big difference for associates and their families.

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