

TECHNOLOGY REPORT

2026

Strategic investments in a high-tech foundation to support the company's driving force: specialty pharmacy programs driven by experts.

Specialty pharmacy is the fastest growing segment of the pharmaceutical industry. In the next three to five years, the drug pipeline is expected to continue to boom with specialty medications like biologics and biosimilars dominating the list. Specialty medications are high-cost prescription medications used to treat complex medical conditions such as multiple sclerosis, cystic fibrosis, oncology and inflammatory diseases.

Clearway Health partners with hospitals and health systems to transform their specialty pharmacy programs. The company has client partners across the U.S. and has created transformative pharmacy assets to help these hospitals and their patients thrive.

Companies in the specialty pharmacy space traditionally make investments in areas like staffing, professional services, marketing and more niche areas like enhancing manufacturer, payor and pharmacy benefit manager (PBM) access capabilities to help more hospitals gain entry to limited distribution medications and restrictive payor networks. Clearway Health has made these more traditional investments, and early in the company's development, made a strategic move to invest in developing a proprietary specialty pharmacy patient management platform, Charter. This investment has made Clearway Health a differentiated partner for hospitals and health systems in this specialty pharmacy space.

Why invest in technology?

Developing software to better manage the unique needs of specialty pharmacy patients and provide client hospitals with data insights into their program was a path led by many factors:

Scale capacity for growth – As Clearway Health's client organization continues to grow at rapid scale, it remains vital to the business to build an infrastructure to power their growth. Using its own proprietary software to manage patients in all of its specialty pharmacy programs means that Clearway Health's technology can grow along with them. Clearway Health owns the roadmap, so they can be flexible and responsive to clients' needs and make these innovations available at all of their sites.

Modernize legacy systems – A business in the launch stage often uses tools that can be put into practice as quickly as possible, which can become outdated. Clearway Health realized early in its development that technology was a priority and modernization was an ongoing requirement. Modernizing technology tools naturally improves security as systems adhere to more stringent standards like adhering to comprehensive NIST 800-53 control standards.

Improve team member productivity and experience – The company's pharmacy patient liaisons, who work directly with patients and their families, are dedicated to completing important documentation and insurance submissions for prior authorizations for specialty medications as quickly as possible. The proprietary patient management platform Charter streamlines the steps to submit documentation, which means patient prescriptions are filled faster. In addition, automated SMS refill management has eliminated thousands of refill phone calls since launch, making refill coordination easier and more accessible for patients via text messaging while allowing clinical pharmacists and pharmacy patient liaisons to spend more time addressing higher-acuity patient needs by phone or in person.

Enhance customer experience and loyalty – Clearway Health's client partners can access dashboards in Charter which demonstrate performance, growth and opportunities in real time for their specialty pharmacy program. With Key

Performance Indicators (KPI) insights directly in the Client Dashboard, it allows an accurate view of current performance and trends to help make data-driven decisions.

Create tools for real-time clinical and targeting decisions – The team of specialty pharmacy experts including financial analysts and strategists help Clearway Health's client partners grow their programs and revenue potential. This is made possible with sophisticated business intelligence and analytics tools that work securely, accurately and quickly to assess certain opportunities.

Foundational Investments

Clearway Health has made several investments in technology to set a strong foundation for current and future solutions. These include:

- Comprehensive data warehouse to collect, process and store client-provided, third-party sourced and internally generated data to underpin operations and power reporting and analysis
- Standardized data ingestion processes to accommodate multiple client site inputs and to promote operational scalability
- Third-party data enrichments to augment EMR data and facilitate patient care management
- Meaningful investments in its security program, including Amazon Web Services (AWS) hosting for optimum security and modernization

Business Intelligence Investments

Providing visibility into pharmacy site performance has been a significant focus of Clearway Health's ongoing technology enhancements. Business intelligence investments include:

- Data rich and interactive dashboards to allow Clearway Health site leadership to measure and analyze site program performance
- Client dashboards for KPI insights, view of current performance and trends

- Drug Tool to support real-time clinical and targeting decisions for specialty medication prescriptions
- Analysis Tool, a next-generation data visualization customized for specialty pharmacy decision-making and opportunity quantification
- Actionable business intelligence dashboards including market segmentation and capture reports

Patient Management Investments

The identification, enrollment and management of patients is the foundation of a successful specialty pharmacy program. Clearway Health has made significant investments in developing its own proprietary software platform.

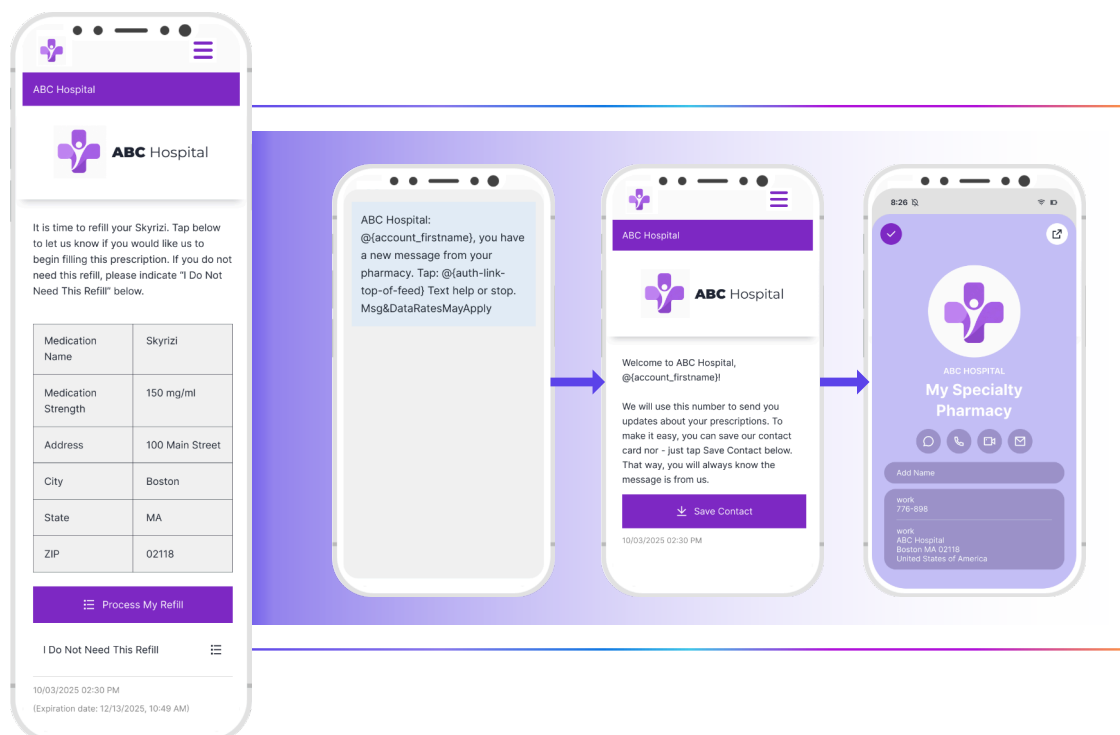


Charter – a patient management platform that streamlines patient data and communication, was developed and customized for the distinct needs of specialty pharmacy programs within hospitals or health systems. Powered by advanced business intelligence and data analytics, Charter is used by Clearway Health’s teams of embedded pharmacy patient liaisons and pharmacists for patient enrollment, prior authorizations, patient financial assistance and tracking medication access and usage.

The platform simplifies how Clearway Health documents and tracks the prior authorization journey. By consolidating prior authorization outcomes in one place, pharmacy patient liaisons no longer need to log information across multiple systems—eliminating redundant steps and administrative friction. Built-in renewal alerts ensure teams stay ahead of expiration dates, protecting patients from unintended therapy gaps. Current results validate this approach: nearly 30,000 cases documented with best-in-class turnaround times that demonstrate partnership value—averaging 3.1 days end-to-end with 92.7% SLA compliance. The result is tangible—administrative burden lightens, patient safety improves and teams have time and space to focus on meaningful patient support.

Beyond patient management for specialty pharmacy, Charter ensures compliance with URAC and ACHC accreditation requirements. Sophisticated clinical assessments identify key indicators such as missed doses, low medication remaining on hand and other potential adherence or clinical concern that yield immediate pharmacist intervention for follow-up.

Together, these enhancements support accreditation and payor requirements, strengthen clinical oversight and help our teams identify and resolve barriers more quickly so patients can receive their medications as soon as possible.



SMS Messaging, an automated mobile phone texting communication method –

Streamlines routine interactions such as refill confirmations while preserving the high-touch care model specialty pharmacy depends on. Automation handles predictable workflows and helps pharmacy teams quickly identify and prioritize patients who need additional support.

Within the first few months of launching SMS capabilities, approximately 70% of eligible patients have opted in to receive SMS refill reminders. The interactive workflow allows patients to respond at their convenience while ensuring that responses, or lack of response, requiring additional support are forwarded to the appropriate Clearway Health team member for timely follow-up.

Clearway Health intentionally piloted and expanded this capability over time, incorporating feedback from patients and care teams to ensure the experience meets the needs of the patients. To date, more than 60% of SMS refill interactions have been completed without additional team intervention, while the remainder have been routed to a Clearway Health pharmacist or other team member for further assistance.

By automating routine refill interactions, Clearway Health can offer patients greater convenience and flexibility while allowing our clinicians to focus more of their time on patients who need personalized, high-touch care.



Enhanced Security

In September 2025, Clearway Health successfully completed its System and Organizational Controls (SOC) 2 Type II assessment, which is an independent audit, accredited by the American Institute of Certified Public Accountants (AICPA), of an organization's security practices. The rigorous audit is recognized internationally and demonstrates Clearway Health's intentional approach to meeting the demanding privacy and security compliance standards in the healthcare industry.

Clearway Health continuously monitors endpoints, cloud infrastructure and applications for vulnerabilities, misconfigurations and other security risks. Identified issues are reviewed, prioritized and remediated with urgency based on risk and potential business impact. The company continues to make meaningful investments in its security program, with a strong focus on resilience, data protection and operational continuity. This includes the ability to restore systems and data confidently, maintain business operations during challenging cyber or security events that our clients may face, and protect the confidentiality, integrity and security of patient data.

"Hospitals and their specialty pharmacies have a heightened need to protect sensitive patient data from data breaches. This is especially important in today's complex and constantly evolving cybersecurity environment. Achieving the SOC 2 Type II assessment confirms Clearway Health's commitment to the highest level of privacy and security measures."

Rusty Atkinson
Senior Vice President, Technology
Clearway Health

