

How Rightway cut pharmacy costs by 13.5% for Tyson Foods in just one year.



Background.

Tyson Foods is a global leader in the food industry with facilities across the United States. In 2023, they undertook a total HR transformation. Their goal was to reevaluate all employee benefits to ensure that they were truly serving the needs of their 120,000 employees and their families.

On the pharmacy front, costs were increasing and making up a large share of their overall spend. When the team at Tyson Foods tried to understand why, their big three PBM would not provide clear financial reporting or detailed data. With no explanation for their rising spend or cost-saving solutions, they began searching for a new PBM. They wanted a partner with the innovation, flexibility, and exceptional member care needed to deliver best-in-class benefits.

Tyson Foods sought a PBM that would:

- + **Lower ongoing cost trends.** Pharmacy costs were increasing by 12% to 14% annually, largely driven by specialty drugs and GLP-1s.
- + **Give every employee an exceptional experience.** Tyson Foods needed a PBM that could support their diverse employees equally and integrate with onsite clinics.
- + **Deliver straightforward reporting.** They wanted access to financial data necessary for informed decision-making like acquisition costs and overall spending on high-cost drugs.
- + **Continuously pursue innovation.** Specialty drugs and GLP-1 therapies were expected to continue driving up costs. They needed a PBM that would implement innovative cost-management solutions.

COMPANY DETAILS

183K+ Members

1/1/24 Launch date

United Healthcare Health plan

RESULTS

17.3M In YoY pharmacy savings

13.5% Reduction in pharmacy costs

4.5% Member OOP savings

+81 Net Promoter Score

A transformational partnership.

Tyson Foods selected Rightway to manage their pharmacy benefits, becoming the first Fortune 100 company to break away from the big three PBMs. In one year with Rightway, they gained the knowledge and strategic support needed to make smarter pharmacy benefit decisions that led to a better employee experience and substantial cost savings.

01 Lightening the load of implementation.

Tyson Foods' benefits team was managing multiple transitions at once, including a new medical carrier and consultant changes. Rightway ensured the PBM implementation process was seamless, allowing the team to focus on other priorities.

- + Rightway worked closely with both legacy and new ecosystem partners, including fertility benefits provider Progyny and new carrier United Healthcare, to integrate systems and prevent disruptions.
- + Rightway took on the burden of member communication before launch to minimize confusion from employees. Starting in October, Rightway deployed a tailored communication strategy that included direct mail and phone calls, digital signage in facilities, emails, social media posts, and printed materials at offices and clinics.

Rightway provided white glove support to the Tyson Foods team every step of the way during implementation, achieving a **100% client support satisfaction rate.**



“

The results speak volumes—we've achieved substantial savings while gaining greater control and transparency over our pharmacy spend. Rightway has truly delivered on its promise of a member-first approach, perfectly aligning with our commitment to providing best-in-class benefits for our employees.”

RENU CHHABRA,
Vice President of Benefits and
Global Total Rewards



02 Providing ongoing, consultative client support.

During implementation, Rightway analyzed Tyson Foods' challenges and incumbent claims data. They used findings to provide evidence-based recommendations that Tyson Foods could choose to implement for go-live or after launch. Key strategies they developed together included:

- + Moving continuous glucose monitors from the medical to pharmacy benefit to help solve access issues early in the year.
- + Collaborating with Tyson Foods' onsite clinics to prioritize members, prescribe low-cost medications, and assist with prior authorizations. For the first time, employees experienced a seamless connection between their providers and their pharmacy.



“

Rightway has been an eye-opening experience. Their knowledge, innovative spirit, and willingness to work with us has been exceptional.”

TYSON FOODS BENEFITS TEAM



A SPOTLIGHT ON TYSON FOODS' ONSITE CLINICS

Tyson Foods operates eight health clinics nationwide. These clinics serve nearly 40,000 team members and their families and are a vital resource for employees who might otherwise struggle to access healthcare. Rightway partners closely with onsite providers, keeping them informed of formulary changes, educating them on drug lists, recommending cost-effective alternatives, and ensuring employees receive the best pharmacy support.

When a provider alerted Rightway about a type 2 diabetes patient facing coverage issues for her Freestyle sensors, the pharmacy team acted immediately. A Rightway pharmacist found an in-stock pharmacy, arranged an override, and ensured she received her medication at in-network pricing.



“

I have honestly never seen a company with this level of customer service. The patient was bragging about how helpful Rightway is and the lengths they go to actually help patients.”

ONSITE CLINIC PROVIDER

03 Lowering costs using an aligned financial model.

Unlike Tyson Foods' previous PBM, Rightway uses a transparent and aligned pricing model with no hidden costs, spread pricing, or retained rebates. By enabling Tyson Foods to operate as a fiduciary, Rightway maximized pharmacy cost savings for Tyson Foods and their employees.

Rightway worked with Tyson Foods to identify the top cost drivers in their plan and deploy cost-cutting solutions.

The partnership delivered a 13.5% reduction in pharmacy costs—equivalent to **\$17.3 million in savings**—on Tyson Foods' annual pharmacy spend.

✓ **Biosimilar transitions:** Rightway identified high-cost drugs in Tyson Foods' formulary. Care teams reached out to members and seamlessly transitioned them to lower-cost biosimilars when available and appropriate (example below).

✓ **GLP-1 management:** Rightway eliminated inappropriate GLP-1 claims, limited 30-day supplies during dose titration, and guided members toward weight management and lifestyle programs.

✓ **Conflict-free supply chain:** Tyson Foods members have the flexibility to choose the most affordable and convenient pharmacy for their needs, such as Cost Plus Drugs. Previously, they had to use the pharmacy owned by their PBM, even if it cost them more money.



A CLOSER LOOK AT A BIOSIMILAR TRANSITION

During implementation, Rightway identified Humira as a major cost driver. The Tyson Foods team was wary of transitioning members at the beginning of the year, fearing additional disruption due to the medical carrier change.

Rightway's high-touch support made it possible to launch a mid-year transition so Tyson Foods didn't have to wait another year to take action.

Rightway began the transition in April and moved 165 members to biosimilars like Yusimry. Rightway pharmacists personally contacted affected members, educated them on biosimilars, coordinated with providers, and routed prescriptions to low-cost pharmacies. In just 45 days, 100% of members transitioned successfully, with no treatment interruptions and no drop in member NPS.

BEFORE TRANSITION:

\$2.84M Plan pay for Humira

\$5.15 Humira PMPM

AFTER TRANSITION:

\$38,683 Plan pay for Humira

\$0.02 Humira PMPM

\$6.4M Tyson Foods' savings annually



With a +81 member NPS, Rightway showed Tyson Foods that a member-centered approach to pharmacy management can reduce costs without sacrificing member satisfaction.

04

Delivering on Rightway's unwavering commitment to members.

Tyson Foods employees speak 62 languages, and 65% of their employees live in rural areas with limited healthcare access. Rightway deployed its unmatched signature support model to become the 'pharmacist in the family' for every Tyson Foods member. Today:

- + Pharmacists meet employees where they are, whether through phone call, email, or app, in the language they understand best.
- + Pharmacists identify lower-cost medications and recommend cost-saving pharmacy options like Walmart and Mark Cuban Cost Plus Drugs.
- + Clinical programs support members with chronic conditions like diabetes to take better care of themselves. Rightway pharmacists build relationships to ensure medication adherence, answer member questions, and help manage side effects.

Learn more.

See how you can put your members first while reducing costs today.

[Get in touch](#)

