



Partnership Forum

From Insights to Impact: Advancing the Use of Patient Experience Data in Payer Decision-Making

June 10-11, 2026 | OLD TOWN ALEXANDRIA, VA



This AMCP Partnership Forum brings together a diverse group of stakeholders to collaboratively address barriers to the adoption of patient experience data (PED) in managed care. Through interactive workshops and strategic discussions, participants will develop actionable solutions and tools aimed at addressing barriers incorporating PED in payer decision-making.



Welcome

On behalf of the Academy of Managed Care Pharmacy (AMCP), thank you for joining this year's Partnership Forum, *From Insights to Impact: Advancing the Use of Patient Experience Data in Payer Decision-Making*. We are grateful to bring together such a thoughtful and diverse group of stakeholders, including payers, patient advocacy organizations, regulatory and health technology assessment leaders, life sciences partners, association leaders, and researchers. Together, we share a commitment to ensuring patient voices are reflected in health care decisions.

Central to this discussion is the recognition that patient experience data (PED) are widely generated and used across health care, yet payer familiarity and application remain inconsistent. Our [recently published survey of health care decision-makers](#) identified a range of barriers to the application of PED, and it is our responsibility to determine opportunities to address these barriers.

By bringing together this accomplished group, we can:

- Align stakeholders on how PED is defined and applied in payer decision-making;
- Identify and explore barriers to incorporating PED into formulary and coverage decisions;
- Clarify attributes that make PED relevant, credible, and useful to payers;
- Propose and prioritize future initiatives, guidance, and educational needs; and
- Define signals of progress and success

Our hope is that this collaboration will help move this work forward in a meaningful way. We encourage you to review AMCP's additional work in this space, including [Guidance for Payers: Incorporating the Patient Voice into Decision-Making](#) and the [Engagement Framework for Payers and Patient Organizations](#).

Thank you to our sponsors! Your support makes this forum possible.

A handwritten signature in black ink, appearing to read 'Susan Cantrell'.

Susan Cantrell, MHL, RPh, CAE
Chief Executive Officer

Moderators



Cate Lockhart

Chief Science Officer
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Dana McCormick

Senior Director, Practice Strategy & Innovation
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Day 1 Agenda

Time	Topic
1:00 - 1:30 pm	Welcome and Introductions
1:30 - 1:50 pm	Presentation: Level Setting
1:50 - 2:35 pm	Panel: Payer Stakeholders
2:35 - 2:45 pm	Break
2:45 - 3:45 pm	Workshop: Addressing Barriers to Incorporating PED in Formulary Decision-Making
3:45 - 4:15 pm	Panel: Non-Payer Stakeholders
4:15 - 5:10 pm	Workshop: Defining the “Value” of PED to Payers
5:10 - 5:15 pm	Day 1 Closing
5:15 - 6:30 pm	Reception

Day 2 Agenda

Time	Topic
7:00 - 8:00 am	Breakfast
8:00 - 8:15 am	Welcome Back
8:15 - 8:40 am	Presentation: Communicating PED to Payers
8:40 - 9:35 am	Workshop: PED Communication Opportunities
9:35 - 9:45 am	Break
9:45 - 10:15 am	Panel: Real-World PED Success Stories
10:15 - 11:00 am	Workshop: Addressing Transparency and Trust
11:00 - 11:45 am	Panel: The Role of PED in Quality
11:45 am - 12:45 pm	Networking Lunch
12:45 - 1:45 pm	Workshop: Future Directions
1:45 - 2:00 pm	Closing

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THANK YOU

To our distinguished participants and guests.

ABOUT AMCP

AMCP is the professional association leading the way to help patients get the medications they need at a cost they can afford. AMCP's diverse membership of pharmacists, physicians, nurses, and professionals in life sciences and biopharmaceutical companies leverage their specialized expertise in clinical evidence and economics to optimize medication benefit design and population health management and help patients access cost-effective and safe medications and other drug therapies. For instance, our members have been instrumental in the development of innovative drug pricing models that have significantly reduced the cost of medications for millions of Americans. AMCP members improve the lives of nearly 300 million Americans served by private and public health plans, pharmacy benefit management firms, and emerging care models.

AMCP MISSION

To improve patient health by ensuring access to high-quality, cost-effective medications and other therapies.

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Findings and recommendations from this event will be submitted for publication in an upcoming issue of AMCP's *Journal of Managed Care + Specialty Pharmacy* and will be widely disseminated to decision makers around the country.

