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For Immediate Release
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MaxorPlus, Ltd. Receives Top Scores in 2017 PBMI Customer Satisfaction Report

Maxor National Pharmacy Services, LLC (“Maxor”) today announced their results from the 2017 Pharmacy Benefit Manager Customer Satisfaction Report, published by the Pharmacy Benefit Management Institute® (PBMI). MaxorPlus received an Overall Satisfaction score of 9.4 out of 10, exceeding the average score of 8.6 among PBMs servicing 20 million or fewer lives, as well as PBMs with over 20 million lives, which had an average score of 7.6.

The PBM customer satisfaction survey sample included 585 plan sponsors who provide pharmacy benefits to their employees/members, representing employers providing drug benefit coverage for an estimated 60 million members. Satisfaction is reported on a 10-point scale where 10 is highly satisfied and 1 is highly dissatisfied.

MaxorPlus’ score for *commitment to good customer service* of 9.8 is amongst the highest ranking among PBMs serving 20 million or less lives, and is significantly higher than the average score of 7.4 of PBMs serving greater than 20 million lives.

In the area of Specialty pharmacy, MaxorPlus earned top ranking scores in *customer service for patients using specialty medications* (9.5); *formulary management of specialty medications* (9.6); and *management of specialty medications in the medical benefit* (9.5).

“We are proud of the survey results, as they are a testament to our commitment to deliver quality care and the best-in-class service to our clients while providing innovative analytical and clinical programs to help our clients address the rising cost of prescription drugs,” said Mike Ellis, RPh, CEO, Maxor National Pharmacy Services, LLC.

About Maxor

Established in 1926, Maxor is a leading pharmacy services platform that consists of the following business segments: MaxorPlus, providing client and patient-focused pharmacy benefit management services; Maxor Pharmacy Management and Consulting Services, providing on-site outpatient pharmacy management, 340B audits, and consulting services to hospitals, health systems, Federally Qualified Health Centers, Disproportionate Share Hospitals, and employer groups; Maxor Specialty, providing specialty pharmacy, respiratory, and home infusion services; and PickPoint, providing the design, creation, manufacturing and distribution of pharmacy technology solutions that improve the accuracy, safety and efficiency of medication delivery. More information on Maxor can be found by visiting www.maxor.com.

About PBMI

The Pharmacy Benefit Management Institute® provides research and education to help healthcare and benefits professionals work with pharmacy benefit managers to design prescription drug benefit programs. PBMI provides a forum for purchasers to exchange ideas and drive marketplace changes that improve pharmacy benefits and control costs. Learn more at www.pbmi.com.

Survey results provided by Pharmacy Benefit Management Institute. 2017. *Pharmacy Benefit Manager Customer Satisfaction Report*. Plano, TX: PBMI. Available from:

http://www.pbmi.com/PBMI/Research/Store/Customer_Satisfaction_Reports.aspx

Questions may be directed to Eric Wan, Chief Commercial Officer
ewan@maxor.com