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To: All Maxor Stakeholders  
From: Michael Einodshofer RPh, Chief Pharmacy Officer  
Date: March 13, 2020  
Subject: Perspective on the Corona Virus (COVID-19) and Maxor's Response

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Dear Maxor Stakeholders:

I would like to take a moment to provide some details related to the emerging Corona virus (COVID-19) outbreak. We are monitoring information constantly, and we understand the concern that you may have.

This memo is to communicate some details related to Maxor's perspective on the situation and contingency planning across Maxor's various business lines, including PBM, retail/hospital pharmacy, and specialty pharmacy.

- 1) **This threat should be taken seriously.** However, while there is reason to be concerned, there is no cause for panic. We fully expect to see an increasing number of infections over the next few weeks, and our organization has taken the necessary precautionary steps to assure continued access to the health care services provided by Maxor.
- 2) **We have dealt with crises before** - Maxor has been impacted by severe regional flu outbreaks and environmental circumstances in the past, at times requiring the organization to operate with extremely limited staff within certain sites. However, the level of patient care and our service levels were not impacted due to the responsiveness of our teams.
  - a. **We will continue to serve our clients, patients and communities**, just as we expect other healthcare organizations will do for us and our families.
- 3) Maxor has **assessed our operations** and work from home capacity.
  - a. Currently, much of the Maxor corporate workforce already has a **remote work arrangement** with the company. In addition, many more of our office-based staff could be quickly shifted to home-based working arrangements using our existing technology framework.
  - b. Within our pharmacy settings - **redundancy plans** for our mail order operations, call centers, and specialty pharmacies are all in place and continually reviewed as circumstances change.

- 4) **We expect escalating case numbers and regionalized operational impact related to the virus.** In fact, some of our Maxor pharmacies are providing direct care to areas currently being impacted. **We will continue to provide patient care and member services while protecting our staff and patients.**
  - a. In the event of a local cluster outbreak impacting operations, employees who are not sick will continue to provide care to our patients under proper hygiene protocols.
  - b. If the infection rates are such that our operations are impacted beyond our control, Maxor redundancy specifics include:
    - i. **Specialty Pharmacy:** Leverage Maxor's four specialty pharmacy dispensing sites, and triage prescriptions to alternate dispensing locations if needed.
    - ii. **PBM Call Centers:** Leverage Maxor's two primary PBM call centers, and re-route calls as needed if one operation is impacted.
    - iii. **Mail Order:** While we process a large volume of prescriptions daily in our mail order site, the majority of the prescriptions are processed via our highly automated system that does not require a large number of staff. Therefore, we feel the risk to maintain mail operations is low in the event of a significant localized outbreak.
      1. Staff who perform data entry and verification could work remotely in the event they were unable to physically work onsite due to disaster/quarantine situation.
      2. We have the ability to triage prescriptions to other Maxor dispensing sites if necessary.
  
- 5) **At this time, per the FDA, there are no significant drug shortages** related to the virus outbreak. While many products including brands, generics, and drug components may be manufactured in Asia, the FDA has not indicated that there is any significant disruption to drug availability at this time. We continue to closely monitor the FDA communications and our supply chain and make appropriate purchasing decisions on both drugs and supplies based on available information.
  - a. At this point - **We expect our pharmaceutical supply chain to continue to meet the normal demand for pharmaceuticals.**
  - b. **We are seeing some emerging supply constraints for personal protective equipment** used within some of our pharmacies. However, we are confident that through alternate sourcing mechanisms and procedures these operations will be minimally impacted.



- 6) **MaxorPlus plans wishing to relax the standard refill too soon edits may escalate a benefit change request to the plan's Account Manager.** Please consider if this change should include maintenance medications only, and if it should include or exclude certain categories such as specialty and opioids.
  - a. Irrespective of plan changes, MaxorPlus will provide pharmacist-reviewed case-by-case overrides upon member request depending on the individual circumstances of the member.
  - b. See FAQ #1 below for more information.
- 7) **Non-essential site visits** to our operations centers by visitors and vendors are suspended at this time. Thank you for understanding. We will maximize use of web and teleconferencing until further notice.
- 8) **Maxor has restricted all non-essential travel** and will be maximizing the use of web and teleconferencing during this period.
- 9) Maxor Human Resources has instructed employees to take recommended precautions to minimize infection risks. Employees also have access to a liberal PTO policy in the event they need to take time away from work due to possible exposure. In addition, HR operates a COVID-19 **rapid response line** for employees to quickly address any related questions.
- 10) The Clinical team at Maxor provides a **daily update** to the Maxor Leadership team that includes updates on drug shortages, infection rates, and an issue summary.

At Maxor, we are in the business of serving patients and members. We anticipate that Maxor will keep its pharmacies and service centers staffed and open for business as our country addresses this current challenge. Of course, out of respect for our patients, members and colleagues, employees are forbidden to report to work when sick. At the present time, **Maxor leadership does not anticipate any staffing shortages that would lead to a material decline in service levels or patient care.**

Needless to say, the situation is constantly developing. Maxor leadership is carefully monitoring the situation throughout each day, and will continue to review our response planning in accordance with the changing situation.

Thank you for your allowing us to serve you during this challenging time.

Sincerely,

Michael Einodshofer, RPh  
Chief Pharmacy Officer  
Maxor National Pharmacy Services

## FAQ

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**Q1: Is your organization taking steps to manage refill too soon/stock piling of medications, while still planning to support patients in case of a possible quarantine?**

*A: At this time, there are no known significant drug shortages in the United States.*

*However, to ease concerns, clients can take the following actions:*

- 1) *Encourage members to obtain a 90 day supply of their medication through mail order or a pharmacy that offers 90 days at retail.*
  - a. **For MaxorPlus:** *If a member's plan does not currently offer mail order or a 90-day retail design, the client can discuss with the group's Account Manager about changing the plan design and adding these options.*
- 2) *Clients may elect to remove the ample supply rule in adjudication that controls the refill too soon logic. This will allow members to refill their prescription without regard to the last date they refilled it.*
  - a. *Please contact the group's Account Manager if you would like to apply this option. The following information will be needed:*
    1. **Include maintenance drugs only?** (Recommendation = "Yes")
    2. **Include mail order claims?** (Recommendation = "Retail only")
    3. **Include Controlled Substances II-IV?** (Recommendation = "No")
    4. **Include Specialty Prescriptions?** (Client discretion)
    5. **The end date of the rule** (recommended 5/31/2020)
- 3) *In the case of a quarantine, Maxor Mail and/or Maxor Specialty can deliver medications to the location of the patient.*

**Q2: How does your organization plan to ensure adequate drug supplies and contingency staffing associated with your home delivery and other supply chains?**

*A: We do not currently see any disruptions to the supply chain that will affect our ability to fill prescriptions for plan members now and into the near future.*

*The Food and Drug Administration (FDA) is closely monitoring medications that are made in China or rely solely on active pharmaceutical ingredients from China. The agency has reminded more than 180 manufacturers to notify the FDA of any potential supply chain disruptions. Given the nature of the coronavirus (COVID-19) outbreak, we will continue to monitor the situation to ensure our staffing and supplies will meet the demand, should an emergent situation arise.*

**Q3: Will your home delivery be able support distribution of acute prescriptions in the case of quarantine?**

*A: Yes. A MaxorPlus member can call MaxorPlus at 1-800-687-0707 to arrange this service.*

**Q4: How will your organization address concerns for unanticipated demand for antiviral therapy? What programs would you propose to ensure the right patients have access to antivirals?**

*A: We are monitoring the volume of anti-viral prescriptions daily. If we see a pattern of inappropriate prescribing, we may implement a Prior Auth requirement for MaxorPlus clients to confirm a diagnosis consistent with the drug's FDA approved labeling or peer reviewed medical literature.*

**Q5: Is your organization taking steps for handling specialty drugs in the case of quarantine if people need lab tests as part of the monitoring protocol?**

*A: Any prior authorization that requires a lab test as part of its approval or renewal criteria will be waived if the prescriber attests that monitoring is not feasible given the circumstances of the patient.*

**Q6: Is your organization taking steps to help patients and prescribers adjust to supply chain disruption and find therapeutic equivalent medications in case of supply challenges do occur?**

*A: At this time, there are no known drug shortages in the United States. We monitor the situation for changing circumstances and developments.*

*However, should a member need a therapeutic alternative recommendation, they can call MaxorPlus Member Services and request to speak to a pharmacist who will review their drug profile, address their questions, and coordinate any needed changes with their physician and pharmacy.*

*For members enrolled in our myMaxorLink program, we can message members in real time should we learn about a drug shortage that may impact them based on their drug history.*