

3/25/2020

Dear MaxorPlus Clients,

As the COVID-19 crisis continues to unfold, we know it is important to keep you updated on our response, perspective, and business continuity planning. Across the country, we have seen amazing acts of courage, kindness, and responsiveness to this unprecedented event. At Maxor, our focus remains clear – to continue to provide you and your members with the best possible service while prioritizing the health of our employees. Key updates to our outlook and operations are below.

Join us for the MaxorPlus COVID-19 Updates Webinar next week

We will be hosting a webinar on Thursday 4/2/2020 from 2-3pm EST on the COVID-19 pandemic. On this webinar, Maxor's Clinical team will review COVID-19 data and related drug pipeline, and Maxor's Account Management team will address Maxor's response to the crisis. We will also have a Q&A section during this webinar to openly address any questions you may have.

[Click here to register now.](#)



COMMENTARY

- **MaxorPlus Operations**
 - All Maxor pharmacies and call centers remain open for business.
 - **At this time, we do not anticipate any staffing shortages that would compromise service levels within any of our business units.**
 - We have contingency plans in place to shift fulfillment and other critical duties to other sites of service within Maxor, if conditions warrant.
 - Our mail-order pharmacy volumes have increased and our service levels remain stable.
 - The majority of MaxorPlus employees who were previously office-based are now successfully working from home in fully HIPAA compliant and secure environments.
 - A COVID hotline has been established by Maxor HR to support all Maxor employees.
 - Additional COVID-19 related support programs have been made available within our Employee Assistance Program (EAP).
 - We expanded our myMaxorLink program for our employees to regularly communicate important COVID-19 information, providing real-time company updates and access to resources on their mobile device.



- **Drug and Supply Shortage Risk**
 - The FDA continues to state there are no material COVID-19 related drug shortages.
 - Some medications (especially those recently highlighted in media reports) are experiencing temporary demand-related shortages. However we are not experiencing, nor anticipating, any significant medication shortages due to the COVID-19 pandemic at this time.

- **Maxor Formulary / Benefit Changes**
 - We have increased the number of preferred formulary albuterol inhalers in order to accommodate continued access for members whose pharmacy is out of stock of their usual product.
 - Maxor has deferred PA re-authorization dates of certain PAs in order to decrease the administrative burden on physician offices.
 - Maxor has placed a quantity limit on certain products (e.g. hydroxychloroquine) that have been associated with COVID-19 treatment.
 - Current maintenance therapy utilizers were grandfathered to prevent disruption.
 - Clients can opt-in to implement the Refill-Too-Soon Override program that allows a pharmacy to bypass the typical refill-too-soon rejection.
 - Please contact your Account Manager if you are interested in this feature.

CLOSING REMARKS

Thank you for your patience and commitment through this challenging time. While we see reasons to be hopeful, many challenges are ahead as the number of cases escalates across the country and the economic impact becomes understood.

We are confident that the right steps are being taken across the country to curtail the velocity of the COVID-19 infection rate. These efforts give our healthcare system time to adapt and our scientific community time to advance key research initiatives that will allow us to soon see the other side of this pandemic. If you have any suggestions or questions related to COVID-19, please direct them to your Account Manager, or email the Maxor Clinical Team at ClinicalUpdates@Maxor.com.

Sincerely,

Michael Einodshofer RPh, Chief Pharmacy Officer

Jen Gallego, President, MaxorPlus

