

Michael Einodshofer RPh, Chief Pharmacy Officer  
Jen Gallego, President

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Dear MaxorPlus Clients,

We are pleased to bring you another update on the COVID-19 pandemic and Maxor's response.

Despite the abrupt disruption to normal life and work environments, we are very proud of how our 1000+ employees have risen to the challenge to provide uninterrupted health care to our patients, service to our members, and responsiveness to our clients.

### Join us for the MaxorPlus COVID-19 Updates Webinar April 30

We will be hosting another webinar on Thursday 4/30/2020 from 2-3pm EST where we will again review global trends, discuss how testing protocols may emerge as part of how we re-open the economy, and examine important developments within the drug pipeline. Additionally, we will provide a discussion on our continued operational readiness and have an open forum for Q&A.

[Click here to register now.](#)



## Current Commentary

**Operations:** MaxorPlus call centers continue to deliver strong performance and are meeting our high service standards. Our mail order and specialty pharmacies have continued to service patients uninterrupted throughout the course of this pandemic.

**Social Distancing:** Our effort to migrate the overwhelming majority of our staff to work from home environments has been completed while retaining productivity and service levels.

**Drug Shortages:** The supply chain is continuing to meet demand and any drug-specific shortages remain transient. We continue our view that the drug supply chain will not experience a material disruption.

**Drug Trends:** We saw a significant spike in utilization in March, which has moderated in April.



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## CLOSING REMARKS

Please join us for our webinar on 4/30/2020 for more detail on these topics. 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](mailto:ClinicalUpdates@Maxor.com).

Sincerely,

Michael Einodshofer RPh, Chief Pharmacy Officer

Jen Gallego, President, MaxorPlus

