

A Message about Coronavirus

With the ongoing spread of COVID-19 (coronavirus) and the constantly changing situation around the world, PharmAvail is committed to providing consistent and compassionate service to our clients and members.

Your health and safety are our highest priority. As such, we continue to closely monitor and follow guidance from the Centers for Disease Control (CDC), the World Health Organization (WHO), as well as local governments.

In response to the coronavirus outbreak, PharmAvail has effectively activated our pandemic plan with the following results:

- **We're fully operational.** As a national organization, we have locations and employees across the country, and we have the technology and resources in place for the majority of our team to work efficiently and securely from home.
- **30-day supplies.** Per the CDC recommendation, PharmAvail is doing everything possible to ensure that members have a 30-day supply of necessary medications on hand.
- **Protecting PHI.** PharmAvail has implemented a comprehensive policy regarding requirements and best practices for protecting PHI while working at home. Every PharmAvail employee has read and acknowledged the policy.
 - **Travel.** PharmAvail has restricted all non-essential travel until further notice.
 - **Hygiene.** To reduce potential exposure, our employees are asked to practice heightened levels of hygiene.

This is a unique situation for our organization, our customers, and the nation. PharmAvail continues to monitor this evolving situation and will take additional measures to protect the delivery of services to our clients and members.

If you have any questions about our preparedness, please contact us at **800.933.3734** or visit our web site at www.PharmAvail.com.

Frequently Asked Questions

1. Is there any danger that prescriptions will stop processing?

PharmAvail is actively involved in pandemic readiness. Processes are in place to ensure that we continue to deliver reliable service to all of our customers. We're working with downstream vendors to ensure they have similar processes in place for continued and reliable services. We anticipate no interruptions in services and are prepared to support clients if the situation changes.

2. How do I reach my service team?

Your service team continues to be available via phone, fax, and email using the same methods you have used to communicate in the past. Any employees working remotely have access through secure virtual connectivity to desktop tools, telephones, and email to maintain the same outstanding level of support our clients are accustomed to having.

You may also reach PharmAvail by phone at **800.933.3734** or by email at clientservices@PharmAvail.com.

3. What are you doing to mitigate the risk of spread of the virus?

PharmAvail is working to comply with recommendations to create social distancing among our staff. The majority of our company has been empowered to work from home.

We're also encouraging staff and all members and client partners to follow the CDC recommendations below:

- Wash your hands often
- Avoid touching your face
- Avoid close contact with people who are sick
- Put distance between yourself and other people
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow
- Stay home if you are sick, except to get medical care
- Clean and disinfect frequently touched surfaces daily

4. Will you allow early refills for members?

Yes. In order to allow members to have a sufficient quantity of medications on hand, PharmAvail has made accommodations for all commercial plans to allow the pharmacy to process refills early.

5. Will member eligibility continue to be processed?

Yes, eligibility updates can be processed by staff working remotely.

6. Is member PHI being protected?

PharmAvail has long-standing policies in place to protect PHI that we continue to practice. We have extensive technological and operational securities and programs that will ensure that all PHI is protected while we work through the current situation.

7. How do I obtain an emergency override if a member needs immediate access to a medication?

PharmAvail is working with members to ensure that they are not going without their medications and have adequate access. Please feel free to direct members to our Help Desk line at **800.933.3734**, and we will be more than happy to assist them.

If you have a matter that needs additional attention, please feel free to reach out to your account manager and client services team for assistance as you usually would.

Sincerely,
PharmAvail Client Services

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