



## Coronavirus (COVID-19) – Update

As your PBM, we view the health and safety of our members as a top priority and we also recognize that the spread of the Coronavirus (COVID-19) may be causing your organization considerable uncertainty and anxiety. We've been following the on-going developments across the nation regarding declarations of a State of Emergency and our focus remains on the safe and effective delivery of medications, especially to those members in affected areas.

As the Coronavirus (COVID-19) continues to make headlines, it may cause your plan members concern, especially those with chronic or complex conditions who may be worried about access to medication. To minimize disruption for impacted members, ProAct has deployed a temporary override protocol relative to early refill limits on prescription maintenance medications.

With the rapid spread of Coronavirus (COVID-19), refilling medications is a wise precaution. As your partner, we have implemented this solution to ensure your members have the ability to obtain early refills for their maintenance medications at any in-network pharmacy.

### Want to Opt-out?

If you would like to opt-out of our refill-too-soon override for your plan(s), please contact your account manager and immediate steps will be taken to remove the override.

We suggest you encourage your plan members who have long-term maintenance medications to take action now to refill eligible prescriptions up to your plan's maximum quantity. Simply encouraging your members to use the plan features you have already provided can go a long way to ensure they stay adherent, even during an emergency.

### Home Delivery – *A convenient, safe, and always reliable alternative.*

With the Centers for Disease Control and Prevention encouraging people at higher risk for Coronavirus (COVID-19) complications to stay at home as much as possible, this is a convenient option to avoid visiting the pharmacy for refills or new maintenance prescriptions. As always, there is no charge for delivery of prescriptions filled by ProAct Pharmacy Services when your members choose mail. Our home delivery facilities are working extended hours to ensure expeditious fulfillment for members. Leveraging home delivery can provide for a safe way to obtain an extended days' supply of maintenance medications without having to leave the comfort of home. Standard copays apply.

Members should contact a home delivery representative to get started. 1-866-287-9885

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For your convenience, here are some reference links for the most up-to-date information relative to Coronavirus (COVID-19):  
<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>  
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>