

Magellan Rx Management COVID-19 Virus FAQs

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Magellan Rx Management is taking the health implications of the coronavirus (COVID-19) very seriously. As a precautionary measure, our Business Continuity Management (BCM) team has been diligently planning for any potential impact since the risk of this virus emerged. Our BCM team is closely monitoring information from the [Centers for Disease Control and Prevention \(CDC\)](#), the [World Health Organization \(WHO\)](#), the [U.S. Food & Drug Administration \(FDA\)](#), the individual state departments of health, supply chain partners, and other experts to ensure we effectively plan for and implement precautions based on the current situation.

It is important to recognize that this situation is rapidly evolving, and we are prepared to follow federal and state guidance regarding the well-being and support of our customers, members, and Magellan team members. We will continue to closely monitor conditions, make necessary adjustments, and keep our customers and team members updated on a consistent basis.

1. Does Magellan Rx expect any service disruption as a result of COVID-19?

At this stage, we do not expect any imminent service disruption. However, this situation continues to be fluid each day across the United States. We are closely monitoring conditions and have activated our business continuity plans as a precautionary measure.

2. What precautionary measures is Magellan Rx taking to prepare for any COVID-19 impacts to service?

Our Magellan Rx BCM team is focused on implementing business continuity plans to limit any service interruption to our clients and members while also supporting the well-being of our workforce. We are also coordinating with our external partners to monitor any potential disruptions to our services and supply chain.

We've enacted strategies to address the needs of each of our specific customer segments to ensure access to medications for covered members.

FOR OUR CUSTOMERS: MRx is overriding prescription refill too soon restrictions should members request additional medication supply (excluding opioids).

3. What precautionary measures is Magellan Rx taking to prepare employees and facilities?

We are preparing our company's work-at-home capabilities and employees to ensure business continuity of key services. Currently 40-45% of Magellan employees work remotely, and we will augment these capabilities as needed in the coming days.

- We are recommending our employees to stay home if they become ill to limit risks and ensure the safety and health of our broader workforce.
- Our Facilities team continues to maintain the cleanliness of our office locations and will adjust accordingly in line with the CDC's guidance.
- We are limiting all non-essential travel and encouraging virtual meetings when possible using our Zoom video conferencing capabilities.

4. How is Magellan Rx monitoring the drug supply chain and any potential drug shortages related to the COVID-19 virus?

Magellan Rx, in partnership with our key strategic partners, has been actively engaging and monitoring for potential impact to the drug supply chain via multiple channels.

A few examples:

- **US Food and Drug Administration (FDA):** Through the FDA's Drug Availability Surveillance Committee, MRx has line of sight into shortage risks across the overall national supply chain. Manufacturers have legal requirements to notify the FDA of any anticipated supply disruptions.
- **Wholesalers:** Our wholesaler partners, as a normal course of business, track and monitor the location from which raw materials are sourced for a given drug. As a result, our wholesaler has already increased product supplies ahead of this potential impact.
- **Manufacturers:** MRx has existing relationships with pharmaceutical manufacturers and is in direct communication with them to obtain insight on any potential supply chain risks.
- **Retail Pharmacies:** MRx is in bilateral communication with our retail network pharmacies to:
 - Identify changes our customers are electing to make to relax refill too soon plan design edits. This ensures retail pharmacies can plan and be prepared for additional script volume and expedite fills at the point of sale.
 - Receive feedback from our retail partners on status of their supply chain.

In addition to our external channels, MRx is also positioned internally to gauge impact to supply chain and triage accordingly.

A few examples:

- **MRx Home Delivery/Specialty Pharmacies:** MRx currently orders/receives daily drug product for our own home delivery and specialty pharmacies.
 - Our front line can gauge the ability of our wholesaler to deliver timely product to our sites.
 - To date, MRx has not experienced any issues obtaining product utilized by our members.
- **Clinical Expertise:** If a shortage for a specific medication were to occur, our clinical teams are well positioned to identify a therapeutic alternative and address formulary implications to protect patients from out-of-pocket cost increases.
- **Provider Relations Teams:** Teams are monitoring and ready to triage calls from providers or members regarding drug shortage or hoarding issues.

5. How is Magellan prepared to service members who do not want to travel to pick up a prescription from a retail pharmacy location?

Our home delivery by Magellan Rx Pharmacy provides a convenient and safe way for our members to receive their medications. We encourage members to utilize home delivery or local pharmacy delivery services where available if they are unable or unwilling to leave their homes.

6. Is there an online resource available to address the behavioral and emotional impacts caused by the COVID-19 virus?

Yes, our partners at Magellan Healthcare have created [this website](#) as an educational resource that can be shared with customers. You can visit magellanhealthcare.com/covid-19 for more information.