

To Our Valued Clients,

We at MC-Rx are writing to confirm that we are prepared for and are working throughout the national Coronavirus crisis. For more information about the Coronavirus, please [click here](#). To protect our employees and help ensure no disruption to you, our clients, we have implemented “social distance” best practices, including a ban on commercial travel, cancellation of trade shows, and minimum necessary staffing structure for our offices, with all other staff working remotely. Neither your system access nor services will be disrupted by COVID-19 issues; however, you may need to use email to contact your normal Account Management team member.

Your employees and members are of equal importance to us, so our Customer Service team is also fully prepared to continue business as usual throughout this national emergency. We will support clients who wish to enact emergency procedures for prescriptions by allowing early refills of maintenance medications or other changes in your plan design rules.

While we are not aware as to whether your members’ local pharmacies will charge for shipping and delivery, in the event that your members are unable to travel to get their prescription medications, ProCare PharmacyCare is available to most of our clients and provides mail service prescriptions, allowing your employees/members to eliminate a trip to the pharmacy. During these times, we can make 30-day prescriptions available at the 30-day retail price via ProCare PharmacyCare in addition to the normal 90-day supply coverage. Standard shipping via US mail is included at no charge. If you desire to make this service available to your employees, please work with your Account Manager to set it up; we can forward a link that you can distribute to your members to have their local prescriptions transferred to ProCare PharmacyCare for home delivery.

To summarize:

- Your employees/members will continue to have access to all approved services.
- The ProCare Rx System and your data will be accessible to you and your authorized employees as usual.
- Our client support staff and clinical pharmacists will remain available for phone calls and emails from 9 AM to 6 PM Eastern Time, Monday through Friday.
- Our Pharmacy Support Center will remain available 24/7, and can assist in finding available medications, if shortages occur.
- Our wholly owned and managed data centers, all of which can be remotely administered by our IT Staff, will continue to operate without interruption.

Again, ProCare Rx and MC-Rx stand beside you during these difficult times, and we will work even harder to earn your confidence as well as keep you informed of any changes. As always, we deeply value your business, and if you have any questions, please reach out to your Account Manager, and he/she will coordinate a timely response.

Sincerely,



Dan Colucci

Chief Operating Officer