

EmpiRx Health Prepared to Assist Clients and Members Affected by Hurricane Michael

EmpiRx Health is prepared to assist you and your members in anticipation of Hurricane Michael's arrival along Florida's Gulf Coast. We have enacted emergency measures so that our call centers can assist affected members 24 hours a day, 7 days a week, and prevent unnecessary delay of emergency prescriptions due to the storm. We have posted a member notice regarding these measures to our website, and will make additional information available as needed to keep members informed.

Here are the steps EmpiRx Health is taking to assist your members:

- Advising members in areas of anticipated impact to check that they and their families have at least a 7-day supply of required medications on hand.
- Lifting our refill-too-soon protocols for members who may be affected by Hurricane Michael so they can obtain these medications as soon as possible.
- Preparing Member Services representatives so they are ready to help members obtain needed medications.
- Updating information on our website and reminding members they can log on to the EmpiRx Health website or use our mobile app for help locating nearby pharmacies if needed.

If a member's usual pharmacy is closed due to Hurricane Michael, we recommend the following options:

1. Certain chain pharmacies are able to refill prescriptions at any location belonging to the same chain. Other pharmacies may have similar capabilities or other contingency plans for emergencies. Members can contact their pharmacy to find out what options are available.
2. If members are unable get a refill at another location, they will need to ask their physician to call a new prescription

in to another pharmacy that is open, unless the member has a hard copy of their prescription in their possession. To locate a network pharmacy, or for any assistance with their prescription benefit, members can call Member Services at 1-877-241-7122, 24/7/365, or log in to www.empirxhealth.com.

3. Benecard Central Fill will do everything they can to prevent delays for members who use mail order and are affected by Hurricane Michael. For plans that include a mandatory mail program, EmpiRx Health has suspended mandatory mail protocols in affected areas to allow prescriptions to be obtained locally due to the storm. Additionally, members can call Member Services at 1-877-241-7122 and give us an alternate address so we can safely deliver their medications.

Our primary concern is that your members have their medications when they need them. We are here to help. Call EmpiRx Health Member Services at 1-877-241-7122, 24/7/365 with any questions or concerns you may have.