



RXDN, Inc.

COVID-19 Business Operations Announcement

As we continue to closely monitor the COVID-19 outbreak, the health and well-being of our employees, customers and colleagues is of utmost importance to us. Our thoughts are with all those presently impacted by the coronavirus.

Through the work of the RxDN's Health Emergency Response & Resiliency Team and Infectious Disease Response Team, we continue to actively monitor the current international and domestic environment for coronavirus-related risks and prepare accordingly. We are doing our best to be socially responsible and ask for flexibility in finding ways to communicate.

Please call 800-800-8769, email Nancyramos@RXDN.com or fax 215- 785-2923.

Our commitment to you:

As always, our customer service team is only a click, call, or email away to provide the dependable technical support you know you can trust.

- We're processing prescriptions as usual.
- We're available for technical support and troubleshooting.
- We will keep everyone advised regarding our operations as this process proceeds.
- We are closely monitoring the global manufacturing environment. We do not see any disruptions to the supply chain that will affect our ability to fill prescriptions for plan members, now and into the near future. We always encourage members to refill maintenance medications in a timely manner.

Like all of you, we are watching this very closely. We will continue to provide ongoing updates as the situation evolves.

We wish everyone the best during this challenging time.

Sincerely,

Shelly Forman, President