



## Coronavirus (COVID-19) – Update

*March 27, 2020*

As your Pharmacy Benefit Manager (PBM), we view your health and safety as a top priority and we also recognize that the spread of the Coronavirus (COVID-19) may be causing you considerable uncertainty and anxiety. We continue to follow the on-going developments across the nation and our focus remains on the safe and effective delivery of medications. While many states have mandated the shut-down of non-essential businesses, ProAct is considered essential under Executive Order 202.6 and we continue to operate normally. Our dispensing facilities, including mail order and specialty pharmacies, remain open and we continue to monitor supply chains for potential shortages amongst key medications.

As the Coronavirus (COVID-19) continues to make headlines, it may cause concern, especially to those with chronic or complex conditions who may be worried about access to medication. ProAct has deployed the following protocols in an effort to minimize any disruption to our members:

- A temporary override, relative to early refill limits on prescription medications, may be established at the discretion of your employer.
- ProAct is also extending existing prior authorizations that are set to expire on or before May 1, 2020. This intervention will ensure that convenient access to critical medications is maintained during this period. Drugs with significant abuse potential (i.e., opioids) or those that are generally dosed for finite durations or intermittently (i.e., hepatitis agents, fertility agents), as identified by ProAct, will follow both normal process for renewals and prior authorization requirements for medications that are newly prescribed.

### Home Delivery

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 you choose mail. Our home delivery facilities are working extended hours to ensure expeditious fulfillment. Leveraging home delivery can provide for a safe way to obtain an extended days' supply of medications without having to leave the comfort of home. Standard copays apply.

Contact a home delivery representative to get started. 1-866-287-9885

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We understand that it can sometimes be difficult to know what information you can or cannot trust. Here are some reference links for trusted, up-to-date information:

<https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

<https://www.fema.gov/coronavirus-rumor-control>