

# Our ongoing commitment to you

## Focused on the needs of our customers

As the business and societal impact of COVID-19 continues to evolve at an unanticipated scale, the health and well-being of our members, clients, and OptumRx staff remains our top priority. I wanted to reach out to briefly outline what you can expect from us during this time and reaffirm our commitment to your members and you.

### A focus on member needs

To ensure our clients' members have access to the treatments they need in the days and weeks ahead, OptumRx has instituted several measures in response to a multitude of federal and state directives.

- We have lifted refill-too-soon restrictions, allowing your members taking maintenance medications to obtain early refills of their prescription medications if they have refills remaining on-file at a participating retail or mail-order pharmacy.
- We have issued a one-time 90-day extension for existing prior authorizations that are set to expire on or before May 1, 2020.
- As of the week of March 23, members who utilize Optum Specialty Pharmacy are able to receive a one-time 90-day supply of key chronic specialty medications versus the traditional 30-day supply.
- Through our website and via the phone, we are making it easier for your members to utilize home delivery.

## Ongoing support

Our client management teams, most of whom were already equipped to work remotely before the outbreak, are equipped with all of the technology necessary to stay connected with you and remain dedicated to serving your needs. OptumRx has robust business continuity practices and remains fully operational across our organization. Our customer service and support teams continue to be available online and via phone.

### Operational resiliency

Even when faced with challenging circumstances beyond our control, OptumRx has years of experience managing challenging situations and has invested heavily in data and the supply chains needed to take all commercially reasonable steps to help mitigate delays in dispensing prescriptions from our pharmacies and our member services. We are constantly evaluating drug supplies and evolving our best practices and disaster recovery plans in response to these circumstances to meet the operational requirements of the organization.

We are committed to being your partner and helping you face all the challenges in the weeks and months ahead.

If there's anything we can do to support you further, please don't hesitate to reach out to your OptumRx representative.

Sincerely,  
Mike Edwards  
President, Commercial Markets  
OptumRx



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