



Client Update

March 23, 2020

Subject: WellDyne Coronavirus (COVID-19) Client Advisory

WellDyne is closely monitoring the COVID-19 outbreak and making appropriate operational adjustments to ensure adequate drug supply and high levels of service for our customers.

High Service Levels

We now have more than 80% of our staff working from home, which helps lower the risk of virus exposure in our physical locations.

- We have maintained our high service levels in the pharmacy and contact center during the transition of many of our team members to work from home status.
- We are closely monitoring key metrics such as average speed of answer, call abandonment, shipping turnaround time and are pleased to report we are promptly serving your members.
- Today's extraordinary circumstances call for increased compassion and understanding. Plan members needing assistance have reached out to thank the WellDyne team for not only quick answers to their questions, but for the caring attitudes of our representatives. We appreciate this feedback and are sharing it with the team members on our front lines.

Home Delivery Options

Keeping an appropriate supply of medication on hand without venturing into public places is a concern that many members of the public face right now.

- You may have heard that retail pharmacies such as CVS and Walgreens are offering local delivery to patients' homes, which we support during this national emergency.
- Our WellDyne mail order pharmacy is an excellent solution for plan members, whether their needs are for routine, maintenance prescriptions or specialty drugs.
- With free standard shipping, members can receive the medications they need without leaving their homes. Most members also save money on the cost of their prescriptions when using home delivery.

Medication Access

We are continually monitoring prescription drug usage and drug supply, and at this time do not anticipate potential shortages of medications.

- As a reminder, we have activated our national priority refill process which allows members to refill medications earlier than normally allowed.
- While no products are currently approved for the treatment of COVID-19, we have no prior authorization requirements for medications that may be prescribed in an effort to treat or prevent the virus.



The WellDyne leadership team meets daily to discuss our response to the COVID-19 outbreak and related issues. You can count on us for regular updates in the days ahead regarding the steps we are taking on your behalf. Although we are living in unprecedented times, our team continues to lean in to anticipate and overcome any challenges, to best support you and help “flatten the curve.” Our thoughts go out to everyone affected by this crisis.

COVID-19

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Client Update

March 17, 2020

Subject: WellDyne Coronavirus (COVID-19) Client Advisory

WellDyne is taking steps to fight the spread of COVID-19, to ensure a healthy workforce and provide uninterrupted service to our clients and members. Our senior operations team is leading our Coronavirus Command Center and chairing our daily leadership meetings to ensure we are proactively planning next steps in a rapidly changing environment. We are committed to providing regular updates when there is new information to share with you. Please note – a clarification regarding our prior authorization process is included at the end of this update.

Effective immediately, to limit the potential exposure of our facilities to the coronavirus, any employee in a position who can work from home is now working from home. We have provided our work-from-home employees with the equipment, support and security to successfully manage their responsibilities from their remote locations. This allows us to decrease the number of employees in the building by nearly 75%, reducing the risk to our critical workforce and ensuring we can continue to ship prescriptions to patients. We have been able to increase social distancing for the staff within the building and this approach makes it easier to perform enhanced cleaning and disinfecting throughout our company.

Like many communities across the country, local school and daycare closings have affected our employees and their families. Colleagues who are now working from home to ensure availability to take service calls may have small children at home. As a result, when you or your members speak with Member Services or Client Services, a child or TV may occasionally be heard in the background. We will make every effort to minimize disruption of calls, and appreciate your understanding and support during these unprecedented times.

Our management systems enable remote monitoring of call times and service levels to help ensure we can maintain a high level of service. Detailed reporting capabilities allow us to monitor when a medication override is granted and other key indicators so that we can provide this information to you. Our goal is to anticipate challenges and conduct anticipatory analysis in order to stay in front of any unexpected changes in normal operations. At this time, we do not anticipate delays in dispensing any medications, including those related to COVID-19, and we continue to watch the use of anti-viral products.

With a multi-pronged approach, our leaders are closely collaborating with national and regional resources to prepare for and anticipate changes related to containment of COVID-19. We recognize that anxiety is understandably high as we move forward into unique and unsettling circumstances. The CDC is your best source for the latest COVID-19 updates. Visit the [CDC coronavirus website](#).

We will keep you informed of new decisions and developments as they occur.

Prior Authorization Update / Clarification

At this time, there are no specific drugs approved to treat or prevent COVID-19. Some physicians are trying anti-virals, which are not included on the WellDyne Prior Authorization list. Our previous statement on this topic was intended to reassure clients that our prior authorization list aligns with today's urgent situation.

Client Update

March 13, 2020

Subject: WellDyne Coronavirus (COVID-19) Client Advisory

Your WellDyne team is closely monitoring the COVID-19 outbreak and is committed to the health and safety of our clients, plan members and colleagues. In response to the national public health emergency, we want to share the actions we are taking to support clients and members.

Drug Supply

We are working closely with our wholesale partners to monitor and maintain an adequate drug supply. Our drug purchasing strategies ensure we have an adequate supply today and into the future to take care of our patients. At this point, we do not anticipate shortages for medications we dispense and we will continue to closely monitor supply to avoid any service disruption to our patient population.

Access to Treatment

To ensure timely access to medications, we are making changes in our Refill Too Soon and Prior Authorization programs. The changes described below are temporary, in direct response to the national public health emergency posed by the COVID-19 virus. To best serve our clients and members, we are taking the following steps:

- **Waive prescription refill limits (refill too soon).** We have activated our national refill override process which allows members to refill medications earlier than normally allowed. This process applies to our mail order pharmacy and all retail pharmacies to help ensure access to medications.
 - This override automatically occurs once a pharmacist transacts the claim. There is no need for a member or physician to call Member Services and request an override.
 - This override went into effect Friday March 13th. Any client wanting to maintain the refill-too-soon edit for their plan needs to notify their Client Services Liaison.
- **Manage prior authorization (PA) requirements on select drugs.** There are no PA requirements for drugs that may be used to treat or prevent COVID-19. PA requirements for other classes of drugs remain in place.

Emergency Preparedness

Contingency planning is part of our normal operational approach to ensure we are prepared to address unique circumstances that may arise and determine any additional actions needed.

- WellDyne maintains redundant operational facilities in Lakeland, FL and Centennial, CO to help us ensure a high level of service to our clients and members during any unexpected situations.
- The steps we have outlined today are consistent with the recommendations issued by state and federal regulators, including the Centers for Medicare and Medicaid Services (CMS) and/or the Centers for Disease Control and Prevention (CDC), and follow best practices implemented by others in the industry.



- Across company locations, we are taking precautions to ensure that our workforce is protected and available to take care of our clients and their members. We have implemented work-from-home programs, performed staff education and deployed enhanced cleaning measures in our facilities.

We will continue to monitor the COVID-19 outbreak as it unfolds, taking appropriate steps for our WellDyne clients, plan members and colleagues. We will communicate any additional program changes as they occur.

To access the most current updates and guidance on the virus, please visit the [Centers for Disease Control and Prevention \(CDC\)](#). If you have questions for us, please contact your Client Services Liaison.

3/17/20 – Updated for clarity: Prior authorization information



Client Update

March 3, 2020

Subject: WellDyne Response to coronavirus (COVID-19)

The health and safety of our clients, plan members and colleagues are top priorities at WellDyne. We want you to know that we are closely monitoring the coronavirus outbreak and are prepared to support you and your members. To access the most current updates and guidance on the virus, please visit the [Centers for Disease Control and Prevention \(CDC\)](#).

As you know, WellDyne maintains redundant operational facilities in Lakeland, FL and Centennial, CO. These redundancies ensure a high level of service to our clients and members in any unexpected situations. In addition, we are constantly assessing the COVID-19 outbreak as it unfolds and taking appropriate steps, including:

- Prior authorization will be required on all new starts of HIV and other designated medications, to monitor pharmacovigilance and help ensure and maintain product availability for the HIV population. This ensures that individuals currently taking HIV medications can remain adherent to their treatment regimens.
- Refill criteria will be adjusted to allow members to obtain and maintain a 30-day supply of maintenance medications. This supports members as they follow any community recommendations to isolate themselves to reduce the spread of the disease.
- Drug supply will be maintained due to our multiple supply chain avenues and wholesale partnerships. In the case of shortages that cannot be mitigated through our extensive network of access, we will support the patient and provide communications to you as our client on alternative, non-formulary products where available.
- A flexible pharmacy service model ensures delivery of medication to patients in any location. Additionally, a strong network of retail pharmacy locations can be leveraged if necessary for patient convenience and access to required medications.

Please be sure to share the CDC's recommendations with your employees and implement appropriate strategies within your work environments, as WellDyne is doing over the coming weeks. Routine use of these measures by individuals, their families and employers will increase community resilience and readiness for responding to an outbreak.

As we mentioned, the CDC's website provides extensive details on the background, identification and ongoing research regarding COVID-19, including the search for a vaccine. If you have any questions for us, please contact your account manager.