



Elixir Insurance Member FAQ

1. What did Rite Aid announce?

- Rite Aid, Elixir Insurance's parent company, is taking important actions that will enable it to strengthen its financial foundation and ensure it is well-positioned for long-term success.
- With the support of certain of its financial stakeholders, on October 15, 2023, Rite Aid initiated a voluntary Chapter 11 process to reduce debt, enhance financial flexibility and advance its business priorities. Elixir Insurance is **not** included in this court-supervised process.
- Rite Aid will use this process to accelerate its turnaround strategy, including optimizing its store footprint to better serve customers and communities and equitably resolve litigation matters, among other initiatives.
- Rite Aid also announced it has entered an agreement with MedImpact Healthcare Systems, Inc., an independent pharmacy benefit solutions company, under which MedImpact will acquire Elixir Solutions through a court-supervised sale process. subject to higher and better offers, court approval and other customary conditions. Elixir Insurance is **not** included in this sale process.
- As it moves through this process, Rite Aid is continuing to serve customers, clients and members across its retail and online platforms, including Elixir Insurance .
- Rite Aid also separately announced that Jeffrey S. Stein has been appointed as Rite Aid's CEO, Chief Restructuring Officer and a member of the Board of Directors, bringing with him decades of experience leading companies through financial restructuring processes and important transformations.

2. What is Chapter 11?

- Chapter 11 is a section of the U.S. Bankruptcy Code that allows companies to implement agreements with financial stakeholders and reorganize their debt while they continue operating their businesses in the normal course.

3. Are Rite Aid or Elixir Insurance going out of business?

- No. Rite Aid is continuing to serve our customers and members across our retail and online platforms, including our Elixir Insurance.

4. How will Rite Aid's Chapter 11 filing and the sale process for Elixir Solutions impact Elixir Insurance members?

- Elixir Insurance is **not** included in Rite Aid's Chapter 11 filing or the Elixir Solutions sale process.
- All member benefits remain in place, and there are no changes to your Medicare Part D drug coverage for the remainder of the plan year.
- There are also no changes to how you order, pick up, or receive your medications. Prescriptions are continuing to be filled normally through our accredited mail and specialty pharmacies, in Rite Aid pharmacies and in our other network pharmacies.
- Thank you for choosing Elixir Insurance to serve your drug coverage needs.

5. Are my prescriptions still covered?

- Yes. All member benefits remain in place, and there are no changes to your Medicare Part D drug coverage for the remainder of the plan year.

6. Does my insurance card still work?

- Yes. All member benefits remain in place, and your insurance card will continue to work as normal.



7. Are there changes to my ability to access medications?

- No. There are no changes to how you order, pick up, or receive your medications.
- Prescriptions are continuing to be filled normally through our accredited mail and specialty pharmacies, in Rite Aid pharmacies and in our other network pharmacies.

8. I am trying to get prior authorization for a drug. Will this impact that process?

- No. All member benefits remain in place, and prior authorizations are being processed as normal.

9. Can I still use my normal pharmacy? Can I use the same doctor?

- Yes. We are working normally with prescribers and providers.
- All member benefits remain in place, and there are no changes to your Medicare Part D drug coverage for the remainder of the plan year.

10. Will my premium increase as a result of this announcement?

- No. All member benefits remain in place, and there are no changes to your Medicare Part D drug coverage for the remainder of the plan year.

11. Will this impact any of the direct member (DMR) reimbursements I'm expecting?

- There was a temporary pause in the issuance of checks and remittances for prescription reimbursement.
- This started on October 4, 2023, and the issuance of checks and remittances will resume on October 19, 2023.
- We apologize for any inconvenience this temporary pause may have caused.

12. I have a DMR check I haven't deposited. Can I do that now?

- Any check issued before October 12, 2023 that was not cashed or deposited by October 13, 2023 is now void.
- If this applies to you, we will automatically reissue a check on October 19, 2023; you do not need to take further action.

13. Can I be reimbursed for a returned check fee?

- If you were charged a return check fee, please submit a reimbursement request using the same process used for claim reimbursements.
- Please include proof of the returned check fee.

14. I'm an Individual Part D member. How does this affect me?

- Our previously announced exit of the Medicare Individual Part D market on January 1, 2024, will continue as planned.
- You will receive additional information related to plan termination and available alternatives in the coming months.
- This has no impact on group (EGWP) coverage.

15. Does Elixir Insurance have sufficient liquidity?

- Yes. Elixir Insurance is not included in Rite Aid's Chapter 11 process and operates in accordance with capital requirements established by regulators.



16. Does Rite Aid have sufficient liquidity to continue operating throughout this process?

- Yes. In connection with the court-supervised process, Rite Aid has received a commitment for \$3.45 billion in new financing from certain of its lenders.
- This financing is expected to provide sufficient liquidity to support Rite Aid throughout this process.

17. When does Rite Aid expect to complete the court-supervised process?

- We intend to move through this process as quickly and efficiently as possible.
- We will keep you informed of important milestones as we move forward.

18. Why is Rite Aid closing stores?

- Rite Aid regularly assesses its retail footprint to ensure it is operating efficiently while meeting the needs of its customers, communities, and associates.
- In connection with the court-supervised process, it intends to close certain underperforming stores to further reduce rent expense and strengthen overall financial performance.
- The decision to close a store is not one that is taken lightly. In making it, Rite Aid takes into consideration the impact on associates and the customers and communities it serves.
- For customers, every effort will be made to ensure they have access to health services, whether at another Rite Aid or other nearby pharmacy. Rite Aid will also aim to transfer associates to other Rite Aid locations where possible.

19. Where can I find additional information?

- Additional information is available at www.riteaidrestructuring.com, and we will continue to keep you informed as we move forward.
- If you have further questions, please reach out to your usual Elixir Insurance contact or visit us at <https://www.elixirinsurance.com/Home/ContactUs>.