



## **Elixir Solutions Client & Plan Sponsor FAQ**

### **1. What did Rite Aid announce?**

- Rite Aid, Elixir Solutions' parent company, is taking important actions that will enable it to strengthen the Company's 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.
- 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. As part of this process, the sale of the Elixir business will be subject to higher and better offers, court approval and other customary conditions.
- As it moves through this process, Rite Aid is continuing to serve customers, clients, plan sponsors and members across its retail and online platforms, including Elixir Solutions.
- 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. Why did Rite Aid file for Chapter 11? How does this action benefit Rite Aid and Elixir Solutions?**

- Rite Aid has served customers and communities across the country for more than 60 years, and the important actions it is taking will enable it to move ahead as a stronger company.
- These actions include entering the agreement with MedImpact and beginning a court-supervised sale process for Elixir Solutions.
- An overarching goal of the sale process is to ensure that Elixir Solutions is well-positioned to continue supporting you and your members long into the future.

### **4. Who is MedImpact Healthcare Systems?**

- MedImpact is based in San Diego and is the country's largest privately held, independent PBM.
- MedImpact serves health plans, self-funded employers and government entities.
- For 30 years, MedImpact has been lowering cost, improving care, and delivering better solutions for its clients, and today serves more than 55 million customers in the U.S. and around the world.

### **5. Are Rite Aid or Elixir Solutions going out of business?**

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



**6. How will Rite Aid's court-supervised process impact Elixir Solutions' Clients and Plan Sponsors?**

- There are no changes to how we work with you or support your membership, and we are continuing to support you with personalized pharmacy benefits, management solutions, and services.
- You should expect to receive your rebate payments on time and in full.
- We are committed to driving lower healthcare costs and remain focused on offering competitive pricing on our PBM services.
- We are also continuing to make investments in market-facing functions and capabilities that enable better coordination and stronger engagement.
- We remain focused on helping our customers and members optimize the full pharmacy care experience.

**7. How will the Elixir sale process impact Elixir Solutions' Clients and Plan Sponsors? When will there be an update on that process?**

- An overarching goal of the sale process is to ensure that Elixir Solutions is well-positioned to continue supporting you and your members long into the future.
- As we move through the sale process, we are continuing to support you as normal.
- We will continue to keep you informed as we have updates to share.

**8. Are there any changes to member benefits?**

- No. All member benefits remain in place, and prescriptions are continuing to be filled through our accredited mail and specialty pharmacies, in Rite Aid pharmacies and in our other network pharmacies.
- Prescriptions are continuing to be filled normally through our accredited mail and specialty pharmacies, in Rite Aid pharmacies and in our other network pharmacies.
- We are also continuing to work normally with prescribers and providers.

**9. Do Rite Aid and Elixir Solutions 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 and its business, including Elixir Solutions, throughout this process.

**10. When does Rite Aid expect to complete the court-supervised sale process for Elixir Solutions?**

- 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.

**11. 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.



**12. Will my point of contact change?**

- No. Please continue to reach out to your usual Elixir Solutions contact.

**13. Where can I find additional information?**

- Additional information is available at [www.riteaidrestructuring.com](http://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 Solutions contact or visit us at <https://www.elixirsolutions.com/contactus>.