



Elixir Solutions Customer & Member 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 resolving 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, members, clients and 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 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' customers and members?**
 - Elixir Solutions is operating normally.
 - Your prescription drug benefits remain the same, and there is no impact on 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.
 - 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' customers and members? 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 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.

- 9. Will this impact my co-pays / how much I pay for prescriptions, or which medications are available to me?**
 - No. Your prescription drug benefits remain the same, and we are working normally with prescribers and providers.

- 10. Are there changes to my ability to access to 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.

- 11. Does my insurance card still work?**
 - Yes. All member benefits remain in place, and your insurance card will continue to work as normal.

- 12. 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.

- 13. I have a claim pending / I am waiting to be reimbursed. Will this impact that process?**
 - No. All member benefits remain in place, and claims and reimbursements are being processed as normal.

- 14. 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.

- 15. Will my premium increase as a result of this announcement?**
 - No. All member benefits remain in place, and there are no changes to your coverage for the remainder of the plan year.



16. 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 Elixir Solutions throughout this process.

17. 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.

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. What happens if my local Rite Aid store closes?

- If your local store closes, Rite Aid will work to transfer your prescriptions to another Elixir Solutions network pharmacy, or you can transition to mail-order service.
- We will continue to keep you informed about options that are available to you.

20. 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 Solutions contact or visit us at <https://www.elixirsolutions.com/contactus>.