

Health Dialog Client FAQ

1. What did Rite Aid announce?

- Rite Aid, Health Dialog's parent company, is taking important actions 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.
- Rite Aid will use this process to accelerate its turnaround strategy, including optimizing its store footprint, implementing a sale of Elixir Solutions and equitably resolving litigation matters, among other initiatives.
- As it moves through this process, Rite Aid is continuing to serve customers, clients and members across its retail and online platforms, including Health Dialog.
- 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, and that Marc Liebman has been appointed as Chief Transformation Officer. Each brings 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 Health Dialog?

- 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 – and Health Dialog – to move ahead as a stronger company.
- With the support of certain of its financial stakeholders, Rite Aid looks forward to strengthening its financial foundation, accelerating the execution of its turnaround strategy and enhancing its competitive position.
- In doing so, Rite Aid will be even better able to deliver the healthcare products and services its customers and their families rely on daily, including those provided by Health Dialog.

4. What does this mean for Health Dialog clients?

- There are no changes to how we work with you or support your members.
- We are continuing to deliver personalized population health solutions that help people across your organization improve their whole-being health.

5. Will Health Dialog's services change?

- Our full suite of solutions is available to help your members live their healthiest lives, including our 24/7 nurse advice line, chronic care management, shared decision-making, medication therapy management and medication adherence services.

6. Are Rite Aid or Health Dialog going out of business?

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

7. What does this mean for Rite Aid's operations?

- Rite Aid is continuing to serve its customers and members across its retail and online platforms, including Health Dialog.
- In connection with the court-supervised process, Rite Aid is continuing to assess its retail footprint and intends to close certain underperforming stores to further reduce rent expense and strengthen overall financial performance.
- Rite Aid remains committed to delivering leading healthcare products and services that improve the health outcomes of the nearly one million customers it serves daily.

8. Do Rite Aid and Health Dialog have sufficient liquidity?

- Yes. On December 19, 2023, the Court granted Rite Aid final approval to access up to \$3.45 billion in debtor-in-possession financing it received from certain of its lenders.
- This financing is expected to provide sufficient liquidity to support Rite Aid and Health Dialog throughout this process.

9. 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.

10. Who is Rite Aid's new CEO?

- 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.
- Jeff is an experienced corporate executive and director with significant experience in operations, financial restructuring, and regulatory oversight.
- He succeeds Elizabeth ("Busy") Burr, who has served as Interim CEO since January 2023.
- Busy will continue to serve on the Company's Board of Directors.

11. Why did I receive a Notice of Commencement from Rite Aid? Do I need to take any action?

- We are required to periodically send out legal notices during this process to a wide range of our stakeholders, including clients, customers, business partners, associates and others who have interacted with Rite Aid, Health Dialog's parent company, over the past few years.
- This is an ordinary and required part of the process, and it is designed to keep you and our other stakeholders informed.
- You should review the materials you received. If you have questions, please call our claims agent, Kroll, toll-free at (844) 274-2766, or (646) 440-4878 for calls originating outside of the U.S. or Canada, or consult with legal counsel.

12. Will my point of contact change?

- No. Please continue to reach out to your usual Health Dialog contact.

13. How do I obtain more 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 Health Dialog contact or visit us at <https://www.healthdialog.com/contactus>.