

## Subject: Hurricane Florence Natural Disaster Protocols

Three states on the eastern seaboard have declared states of emergency in advance of Hurricane Florence. To ensure injured workers have access to needed prescription medications, First Script has national disaster protocols in place. In the event of an emergency First Script activates these protocols for injured workers who are enrolled or eligible for enrollment and are affected by the hurricane and flooding.

### Natural Disaster Protocols

1. Claimants must state they are impacted or have been evacuated due to conditions in the area.
2. Claimants must have a zip code within the impacted area.
3. First Script agents will validate the area was impacted with the NOAA's National Weather Service.
4. First Script agents will validate if any branch office is open (unless notified otherwise) to provide authorization. If no one can be reached, the agents will verify that the claim is active and continue processing the claim.
5. First Script agents will determine authorization timeframes based on specific criteria. They will inform the claimant, and advise the claimant that additional authorization is required for the rest of the prescription. For Class II drugs the remainder of the prescription will be voided, and will require a new prescription to fill. These criteria will also apply to First Fill requests.

First Script will continue to monitor this situation, and is committed to your injured workers' wellbeing and care. For more information, please contact your Account Manager or Account Pharmacist.