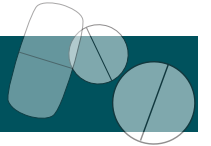


Rx Inform

Bringing You Key Issues in Prescription Benefits Administration

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Systems Outage Notice



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On Friday, August 22 at 9 p.m. Central Time, Innoviant will begin a systems integration effort that will require all of our support systems, including the customer service center, website and customer portal, to be shut down. These systems will be unavailable to you and your members until the afternoon of Sunday, August 24. This interruption will allow existing Innoviant systems to be integrated into a centralized host site within UnitedHealth Group.

Please note, although Innoviant's support systems will be down, our claims processing system will not be affected by this outage; claims will process normally while other systems are offline this weekend.

During the system outage, members and pharmacies who call the Innoviant customer service center will hear a recorded message indicating that system maintenance is being performed and that they should call back after 1:30 p.m. Central Time on Sunday, August 24.

In anticipation of higher call volumes that may result from the systems downtime this coming weekend, we are making staffing adjustments for Monday, August 25 and Tuesday, August 26. Typically, Innoviant handles about 500 calls between 9 p.m. on Fridays and 1:30 p.m. on Sundays.



Although Innoviant's support systems will be down, our claims processing system will not be affected by this outage.



Again, our claim processing system will function normally during the system downtime. If you have questions about the upcoming system outage, please contact your Innoviant Account Manager at **1.866.800.4321**.

