

Express Scripts Coronavirus Response

Last Updated: March 9, 2020

In response to the 2019 Novel Coronavirus (2019-nCoV) outbreak, Express Scripts has taken the following actions:

- Following guidance from the CDC and WHO as it is updated
- Convening daily crisis calls for global monitoring of the situation with regards to our employees, offices, and communities
- Leveraging Express Scripts medical staff to provide employees, including our clinical staff, with updated information on both the outbreak, symptoms, and appropriate next steps
- Providing ongoing communication of the situation to our employees globally, including the symptoms, items for consideration, emergency access to benefits, and talking points for both customer service representatives and account managers, and FAQ's
- Distributing supplies to Express Scripts offices and employees in need, as available
- Monitoring service provider, clinical vendor, and provider network exposure and ensuring preparedness plans are in place
- Monitoring supply chain, including pharmaceuticals, for any interruptions
- Communicating with our customers and clients, including a post on externally facing Express-Scripts.com that is being continually updated
- Ensuring all of our lines of business and sites have practicable business continuity strategies in place, and each plan already included a scenario assumption of a pandemic episode and associated strategies that can be implemented to continue operations
- Implementing a task force to investigate and prepare for a partial/full quarantine of workforce at home

Please continue to reach out to your account team with additional questions