



# SPRING 2020 NEWSLETTER



Navigating. Leading. Solving.



## A NOTE FROM OUR CEO:

We all find ourselves in an unprecedented time in the world of business...and in the world, in general.

While COVID-19 has temporarily altered the physical location of our operational base, it has not curtailed our commitment to providing the highest level of services and solutions available in the Pharmacy Benefits Management industry.

Here at Pharmacy Data Management, Inc., we feel now, more than ever, is the time to reach out to our valued clients, colleagues, and associates with a message of assurance and hope. We affirm to you that our internal Pandemic Response Team is working non-stop to ensure PDMI services continue seamlessly, even as we take every precaution to protect our team members, clients, families, and communities.

The workforce as we knew it prior to the onset of COVID-19 has changed; slightly for some and more dramatically for others. One thing is certain: the manner in which professionals host, attend, and network at meetings, conferences, tradeshow, seminars, and other corporate gatherings for the foreseeable future has been significantly impacted.

And yet, the human element transcends this or any pandemic. Businesspersons still need goods and services – and people still need contact with other people.

So, in the absence of physical meetings, we are offering you answers to some of the most-frequently-asked questions we have received to date, along with a list of contact persons for specific areas of operations and support at PDMI.

We also welcome the chance to interact via a teleconference or web-based meeting until we can see you again in person, at your convenience.

We are confident that with vigilance, common sense, and a strong sense of hope and community; this crisis will end soon. Through this time of uncertainty and beyond, we are here for you.

And we will all get through this ... together.

Be safe and well,

*Douglas Wittenauer*

Douglas Wittenauer, CEO  
Pharmacy Data Management, Inc.



*Q: Is PDMI processing shut down?*

A: No. We are processing as per usual and continuing regular, normal business operations.

*Q: Are we able to submit paper payment?*

A: Yes, we do not anticipate any issues with mail being delivered normally per USPS, though if mail service becomes interrupted or delayed for any reason, we will advise of any impacts on payment or processing immediately. We also offer electronic options.

*Q: How is PDMI handling the processing of paper claims during remote WFH?*

A: Our team members stagger schedules to ensure that paper payment processing continues as normal. We are also using technology to scan and process as many hard-copy claim forms and invoices paperlessly as we are able. We will continue to distribute hard copies per request.

*Q: How is PDMI handling the COVID-19 pandemic as it relates to services?*

A: PDMI has initiated our Pandemic Response Business Community Action Plan and it's working as intended according to our contingency blueprint. While we don't anticipate any slowing or stoppage of service, COVID-19 certainly is a challenge in terms of the number of variables which are still unknown at this time, barring any catastrophic incident/event, claims adjudication will continue without interruption. In terms of the other services we provide, we anticipate little to no delays in claims adjudication.

*Q: If your team was forced to work at home, operations would continue?*

A: The answer a resounding yes, PDMI has a robust technology environment that allows for remote work. To that point, the majority of our team, including our call center operators, have been working remotely since the week of March 18, 2020 without incident.

*Q: What if someone on your PDMI team is diagnosed with the virus?*

A: While we can't speak to an individual case of illness that has yet to occur, we can assure you that, effective March 18, roughly 98% of our workforce is working from home with the technology needed to do their jobs effectively. Therefore, we are hopeful that the likelihood of an employee with a confirmed case impacting the entire team is reduced because we've been instituting social distancing and work from home options for weeks. If illness impacted a larger part of the staff, our contingency to launch protocols such as staggered and alternative work hours/shifts and "next person up" practices will be implemented immediately.

**FOR ADDITIONAL QUESTIONS/CONCERNS, PLEASE CONTACT:**

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