

June 10, 2020



PHARMACY AUDIT

As the country carefully reopens after COVID-19 shelter in place, Prime will be resuming most pharmacy audit activities effective June 15, 2020 as described below:

- Onsite audits will not include travel, and will be performed virtually, until further notice. When pharmacies are identified for onsite audits, auditors will request and review pharmacy documentation from their remote locations. Onsite audit interviews will be conducted by telephone with the pharmacy.
- Daily and historical onsite audits will be performed following standard communication processes, in place before COVID.
- In support of continued social distancing, if a pharmacy is unable to obtain a patient signature because of COVID-19, Prime will continue to accept documentation indicating "COVID-19" or other COVID references in lieu of a patient signature, until further notice.
- Pharmacy audits that were suspended due to COVID will resume. Pharmacies will receive notice of the next step in the audit process by approximately the end of June for open audits. Pharmacies will be provided with a new due date for audits that were pending pharmacy documentation or response when pharmacy audits were suspended.

In addition, we are closely tracking pharmacies that have been unable to conduct business due to the civil unrest in many areas of the country. We identify impacted pharmacies based on pharmacy reports to Prime and publicly available information regarding closures.

As we resume our pharmacy audit activities, please help us to support your pharmacy by letting the auditor know if additional time is needed to respond to our requests. Similarly, while we are doing our best to identify pharmacies impacted by the civil unrest, if your pharmacy is closed and you have not yet reported this to Prime, please contact PharmacyOps@primetherapeutics.com to let us know.

Thank you for all you have done to support our communities and our members during these challenging times.

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