

10.24.2025

Dear Member,

MaxorPlus, your pharmacy benefit manager, is pleased to share that claim processing is back on-line. You can now fill prescriptions as usual at retail network pharmacies (CVS, Walgreens, Walmart, etc.), as well as Ascension Rx Community Pharmacies, Home Delivery Pharmacy, and Specialty Pharmacy.

MaxorPlus and the pharmacies in our network are now entering the service recovery phase, which involves a series of activities to restore backlogs and associated operations to a current and stable state as quickly as possible. Currently, pharmacies are still seeing claim processing slowness as the system returns to full operation. Our vendor is also working diligently to restore connectivity for prior authorization (PA) submission. Your prescribers will be unable to submit you PA until that connectivity is restored.

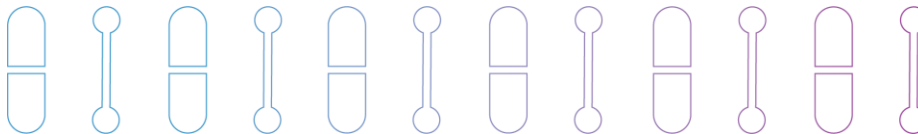
If you or anyone in your family paid cash for a prescription at the pharmacy during the outage, you can submit a reimbursement request to MaxorPlus using [this link](#). MaxorPlus has also developed a new Member Portal Reimbursement application enabling you to submit for reimbursement online. In some cases, pharmacies may be able to resubmit claims; however, most reimbursements will be processed through MaxorPlus.

We understand how important uninterrupted access to your medications is, and we apologize for any inconvenience this may have caused. We appreciate your patience as we get back to full operation. If you have any questions or need assistance, please contact a MaxorPlus Member Advocate at 888-820-4082.

Sincerely,

MaxorPlus

** Please note that MaxorPlus will become Vyt!One on January 1, 2026*



Member Communication FAQ's – System Recovery

MaxorPlus prescription processing and related services have been resolved. We are now entering service recovery phase.

Q: Can I return to my pharmacy to process my Rx? Should I expect any delays/rejections?

- You can contact your pharmacy by phone or in person and ask them to reprocess your prescription. It is very likely that they are already attempting to reprocess already to fill your prescription.
- If you return to the pharmacy and ask them to reprocess your prescription, please be aware that you may experience the typical wait time with filling a prescription.

Q: Can I access the Member Portal?

- Yes. You have access to the Member Portal and information housed within.

Q: How should we handle refunds on prescription refills that I paid cash for?

- If you or anyone in your family paid cash for a prescription at the pharmacy during the outage, you can submit a reimbursement request to MaxorPlus using [this link](https://vytlone.com/wp-content/uploads/2025/08/MaxorPlus-DMR-2022-7.15.2025.pdf) (address: <https://vytlone.com/wp-content/uploads/2025/08/MaxorPlus-DMR-2022-7.15.2025.pdf>)
- MaxorPlus has also developed a new Member Portal Reimbursement application enabling you to submit for reimbursement online; this can be found in the Member Portal
- In some cases, pharmacies may be able to resubmit claims; however, most reimbursements will be processed through MaxorPlus

Q: Are Ascension Rx Community, Home Delivery and Specialty Pharmacies fully functioning?

- Yes, all pharmacies are now processing prescriptions.

Q: What should I do if I have additional questions?

- Contact MaxorPlus member services at 888-820-4082

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