



10.21.2025

Dear Member,

MaxorPlus, your pharmacy benefit manager, is unable to process prescriptions because of a technology issue with a vendor who provides services to process prescriptions. This issue impacts members who fill at retail network pharmacies (CVS, Walgreens, Walmart, etc) or our MXP Home Delivery Pharmacy or Maxor Specialty Pharmacy.

A few key points:

- **If you need a prescription urgently, you may pay out of pocket** for your prescriptions and **submit a reimbursement request to MaxorPlus using [this link](#)**
- **Pharmacies can attempt to reprocess claims later today.** This is standard process for many pharmacies to continue to resubmit when they know there are systems issues.
- Our third party is working 24/7 to resolve this outage.
- MaxorPlus is one of several healthcare companies who have been impacted by this outage. The 3rd party vendor has assured us this isn't a cyber security issue.

There was also a national Amazon Web Services disruption – **this is resolved**. During this disruption, members might have experienced issues reaching our call center. Now, our call center is fully accessible to members. Please be aware this was not a cyber-attack. No PHI was compromised.

We apologize for the inconvenience as we continue to work to resolve this issue. If you have any questions or concerns, please reach out to a MaxorPlus Member Advocate at 800-687-0707.

Sincerely,

MaxorPlus

MaxorPlus will become VytlOne on January 1, 2026