



Member Communication FAQ's – Current System Outages

MaxorPlus is currently experiencing an adjudication outage, because of a server failure by a third-party vendor, that is impacting prescription processing and related activities.

Q: Potential Impacts by this outage?

- You could experience a delay with prescription processing
- You can login to the Member Portal, but certain features might not be available: (such as Claims history, Deductible & Out of Pocket Feature and the Price Drug & Find Pharmacy features).

Q: How should we handle urgent prescription fills?

- If you need a prescription filled urgently, you should discuss payment options with the pharmacy to get it immediately filled.
- Click on this link for a reimbursement form: <https://vytlone.com/wp-content/uploads/2025/08/MaxorPlus-DMR-2022-7.15.2025.pdf>

Q: Does this issue impact MXP Pharmacy and Maxor Specialty Pharmacy?

- Yes, both pharmacies are impacted.

Q: When will this be resolved?

- Our vendor has been working 24/7 since the issue arose, and we are partnering with them to help resolve as soon as possible

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

- Contact MaxorPlus member services 1 (800) 687-0707
- Please know that our member services team is also impacted by this outage and information they can provide may be limited until the issue is resolved.

MaxorPlus will become VytOne on January 1, 2026