Security Statement

RxDN uses the most current encryption technology to protect your information. This website uses a Secure Sockets Layer (SSL) protocol with 128-bit encryption. To take advantage of this security, you must use an Internet browser that supports 128-bit encryption.

To download a 128-bit Internet browser, visit Microsoft (for Internet Explorer) or Mozilla (for Firefox). After downloading and installing, you must restart your computer before using the 128-bit browser.

Copyright Statement

This RxDN website is the property of RxDN. The site is protected by United States and international copyright laws. RxDN holds all copyright, trademark, and other proprietary rights in its site. RxDN also holds all rights in applications, text, graphics, design elements, audio, music, and all other materials that it originates or uses at its site.

To protect copyright, users of the RxDN website may not reproduce, upload, post, transmit, download, or distribute any information on the site. This restriction also applies to information accessed at other sites through links at the RxDN site. However, RxDN does allow users of its site to print out or download parts of the text and images for their own personal, noncommercial purposes.

Users are not permitted to modify the RxDN site, other sites, or any material on such sites, nor may they use these sites in any way that infringes on the rights of an individual or entity. When using other sites, users of the RxDN website must adhere to copyright and other restrictions that those sites stipulate.

Domain names and trademarks of other sites, or that are contained in information that users access at other sites, belong solely to their respective owners. The appearance of domain names, trademarks, and other information on these sites does not imply that RxDN is affiliated with, endorses, or sponsors the owners of these items.

Internet Privacy Promise

Privacy/Disclosure Statement
Last Revised: May 29, 2001

RxDN is firmly committed to protecting the confidentiality of your personal and medical information. When you enroll in an RxDN service, we ask for only the information required to meet your needs. Please understand that, when enrolling in a service, you are providing information on a voluntary basis.

We have developed the following practices and policies to safeguard your information.

Your Non-Personal Information

When you visit an RxDN Web site, we may collect non-personal information from you, such as the Internet browser or computer operating system you are using. We use this information only to provide you with better service connections and improved Web sites. We will not sell or disclose non-personal information to other companies or organizations.

Your Personal Information

When you register for an RxDN service or make service elections (such as choosing a prescription benefit package under your plan), you may voluntarily provide us with personal information, such as your name and e-mail address. When personal information is combined with health or medical status information, we refer to it as "health-related personal information."

RxDN will not sell or disclose your personal or health-related personal information to other companies or organizations. We will use your personal and health-related personal information for only the following purposes:

- We will manage your prescription benefits and process your prescription drug claims. This process may involve sharing certain information with you or your doctor, pharmacist, health plan or plan administrator. These disclosures are made in full accordance with the terms of your health plan or prescription benefit plan.

- We will process and send you orders you have placed through the RxDN Pharmacy.

- At your request, we may send you information regarding health conditions, medicines, or promotional offers.

- At the request of you or your health plan, we may send you information or contact you regarding programs designed to improve your health.

RxDN also reserves the right to use your personal or health-related personal information to generate aggregate data (summarized data that does not identify you) for the following purposes:

- RxDN is always seeking better ways to serve you. We may perform statistical analyses of the traffic patterns, site usage and behaviors associated with our Web sites. We may use these analyses to generate aggregate data which we may sell or disclose to other companies or organizations.

- RxDN analyzes utilization information in the aggregate to study outcomes, costs, and provider profiles, and to suggest benefit designs for your employer or health plan. These studies generate aggregate data which we may sell or disclose to other companies or organizations.

In certain circumstances, RxDN may be legally compelled to release your personal or health-related personal information in response to a court order, subpoena, search warrant, law or regulation. Under these circumstances, we will notify you unless doing so would violate the law or court order.

Family Member Information

RxDN' member-dedicated Web sites may include features through which subscribers can view the prescription history for all covered household members under the age of 18. When registering to use these Web sites, subscribers can also elect to view the prescription history for any adult dependents in the household.

To view prescription history information for adult dependents, the subscriber must certify (at the time of registration) that permission has been obtained from the affected dependents. The subscriber also must agree to use the dependents' prescription history solely for the purposes of prescription benefit management. Prescription history cannot be used for any other purposes without the written consent of the adult dependents.

Correct/Update Your Information

You can correct or update your personal or health-related personal information at any time using the following options:

Send an e-mail to questions@rxdn.com.

E-Mail Privacy

You can choose to receive e-mail from RxDN on selected health topics and promotions. These e-mail messages include instructions for discontinuing their receipt.

You can also use our Web sites to send an e-mail inquiry to RxDN, which may result in a reply being sent to an e-mail address that you provide.

Inquiries sent through our Web sites are secure and use Secure Socket Layer (SSL) technology. SSL secretly encodes information that is being sent over the Internet, helping to ensure that the information remains confidential. RxDN will do all that is reasonably possible to protect your information.

Responses sent from the RxDN customer service team to your e-mail provider may not be secure or may be intercepted by third parties. By using the e-mail service, you accept the risk of

transmitting information from RxDN to your personal e-mail address in an unsecure environment.

If you are receiving e-mail correspondence at an employer's e-mail address, please note that, under law, the employer may be permitted to view the contents of any e-mail messages received at this address. If you are concerned about the confidentiality of your e-mail messages, you may wish to use a home e-mail address.

Usage by Children
RxDN' Web sites are neither intended nor designed to attract users who are minor children.

Furthermore, RxDN has no intention of collecting personal information from minor children. Where appropriate, we specifically instruct minor children not to submit such information without the consent of a parent or guardian.

To request the removal of personal information submitted by a minor child, please send an e-mail to questions@RxDN.com.

Cookies
When you view one of our Web sites, we may store information on your computer. This information will be in the form of a "cookie" or similar file and will be used to determine ways to improve our Web sites, advertisements, products or services. With most Internet browsers, you can erase cookies from your hard drive, block all cookies, or receive a warning before a cookie is stored. Please refer to your browser's instructions or online help files to learn more about these functions.

Links to Other Sites
RxDN' Web sites may include links to other sites that are not related to, or are not the property of, RxDN. We are not responsible for the dependability or information security of these other sites, and the policies in our Security/Privacy Statement pertain only to RxDN' Web sites.

Security Measures
To ensure the security of your personal and health-related personal information, RxDN' Web sites support Web browsers that use 128-bit encryption. While such browsers are not required to use RxDN' Web sites, we strongly recommend their usage when viewing or entering information.

In addition, RxDN' Web sites use a Secure Socket Layer (SSL) protocol. As an added security precaution, all personal and health-related personal information is kept on a physically separate server with firewalls that meet or exceed industry standards to prevent intruders from gaining access.

Safe Shopping
RxDN' Web sites use Secure Socket Layers (SSL) to ensure the confidentiality of your check

card or credit card information. As your order is transmitted to us, SSL technology prevents other parties from viewing or obtaining your card information.

After receiving your order, we separate your card information from the rest of your order data. We then store your card information on a separate server that is not accessible from the Internet. This prevents external parties, as well as unauthorized internal personnel, from viewing your information.

Changes in Our Privacy Policy
RxDN uses your personal and health-related personal information only as described in the privacy policy when the information is collected from you. However, subject to the terms below, we reserve the right to change the terms of this privacy/disclosure policy at any time. Changes to the Privacy/Disclosure Policy will be posted on this site.

Announcements of policy changes will include any applicable instructions for rejecting the additional use, disclosure, or sale of your information.

How to Send Us Your Comments
We welcome your comments. If you have general feedback regarding our privacy/disclosure policy, please send an e-mail to feedback@RxDN.com.

Specific questions regarding the enforcement of this policy should be directed to RxDN's Chief Compliance Officer at privacy@RxDN.com.

FAQ

What is RxDN?
The title "RxDN" encompasses all departments, divisions, affiliates, and subsidiaries of RxDN, Inc.

What is non-personal information? Non-Personal information is information that can not personally identify you or be used to contact you. Examples include type of Internet browser, type of computer operating system, and the domain name of the Website and/or Internet service provider from which you linked to our site or advertisement.

What is personal information?
Personal information is information that could be used to identify or contact you. Examples include your name, e-mail address, mailing address, social security number and telephone number.

What is aggregate data?
Aggregate data is summary level data, such as the number of members of a specific **gender**, in a

specific **zip code**, that have chosen a specific **benefit plan**. Aggregate data does not contain information that can be used to identify or contact you, such as your name, address, telephone number or e-mail address.

What is a subscriber?
A subscriber is the holder of the prescription benefit. Dependents are covered by the subscriber's benefit.

What is an adult dependent?
An adult dependent is a dependent 18 or more years of age. Adult dependents have privacy rights through which they may choose not to share their prescription history information with other household members, including spouses, parents or guardians.

What is a Cookie?
A "cookie" is a unique identifier that a web site transfers to your hard drive for record-keeping purposes. RxDN' cookies are used to personalize your user experience and include only information which you or your health plan have already provided to RxDN. Our cookies are deleted from your hard drive when you close your browser session.

What is a server?
A server is the computer or computer program that houses and/or distributes data.

What is a firewall?
A firewall is a set of related programs that protects the resources of a private network from users from other networks.

RxDN is firmly committed to protecting the confidentiality of patient information. Our Privacy Promise provides details regarding our use of your information and the steps we take to safeguard your privacy.

Security Measures
The Pharmacy Portal (ePres) Web site requires the use of a Web browser that supports 128-bit encryption. By using a 128-bit browser, you are assured the highest level of protection possible for all your Internet communications.

In addition, the Pharmacy Portal uses a Secure Sockets Layer (SSL) protocol. As an added security precaution, all personal and health-related personal information is kept on a physically separate server with firewalls that meet or exceed industry

Standards to prevent intruders from gaining access.

To enter the Pharmacy Portal, you must complete the registration process. The registration process can be completed online for individual store access. If you need to access the Web site as a corporate user of a chain help desk, then you must follow the instructions online.

Use of Cookies
The Pharmacy Portal may store information on your computer in the form of a cookie or similar file. This information is used to determine ways to improve our Web sites, advertisements, products, or services. With most Internet browsers, you can erase cookies from your hard drive, block all cookies, or receive a warning before a cookie is stored. Please refer to your browser's instructions or online help files to learn more about these functions.

Links to Other Sites
The Pharmacy Portal may include links to other sites that are not related to or are not the property of RxDN. We are not responsible for the dependability or information security of these other sites, and the policies in our Privacy Promise pertain only to RxDN' Web sites.

Store Information
You may provide us with store information, such as hours of operation, address, phone and fax numbers. RxDN will use your store information for only those purposes stated in your User Agreement. Unless otherwise stated at the time of collection, we will not sell or disclose your store information to other companies or organizations.

RxDN reserves the right to use your store information for the following purposes:

- In conjunction with the ESI member portal to assist ESI members in finding the nearest network pharmacy for their particular pharmacy benefit.

- RxDN is always seeking better ways to serve its providers. We may perform statistical analyses of the traffic patterns, site usage, and behaviors associated with our Web sites. We may use these analyses to generate aggregate data that we may sell or disclose to other companies or organizations.

In certain circumstances, RxDN may be legally compelled to release your store information in response to a court order, subpoena, search warrant, law, or regulation. Under these circumstances, we will notify you unless doing so would violate the law or court order.

Sale or Transfer of Information in the Event of Merger, Sale, or Bankruptcy

RxDN considers the information obtained through its Web sites to be significant assets of RxDN. As a result, in the event RxDN is acquired, merges with another entity, becomes insolvent, and/or declares bankruptcy, the Web sites and any information obtained through them may be transferred or sold to another entity, in accordance with applicable law.

Changes in Our Privacy Promise
RxDN uses your store information only as described in the Privacy Promise when the information is collected from you. However, we reserve the right to change the terms of this

privacy/disclosure policy at any time. Changes to the privacy/disclosure policy will be posted on this site.

Announcements of policy changes will include any applicable instructions for rejecting the additional use, disclosure, or sale of your information.

HIPAA Information

[Business Associate Agreement](#)
Download agreement forms or addendums to fulfill HIPAA requirements for business associates.

[Authorization Form for the Release of Prescription Records](#) Requests for the release of prescription records to a third party, such as an insurance company or a lawyer, may be submitted through the form above.

[Release to Disclose Protected Health Information to Vendor, Broker or Consultant](#) Plan Sponsors must complete this form to allow RxDN to transfer claims data to a Flexible Spending Account or Disease Management vendor, broker or consultant.

[Privacy Notices](#) Read our Notice of Privacy Practices, which describes how our members' medical information may be used and disclosed and explains how members can access their information. You can also view our Internet Privacy Promise, which describes the policies and practices we have developed to safeguard our members' information online.

[Frequently Asked Questions](#)
This list of questions and answers is designed to inform clients of our continuing efforts to meet the applicable mandates of HIPAA.