

Subject: Important Update: Action Required for Data Access with RedSail Pharmacies

We are reaching out to share some important news regarding the data connection with RedSail Pharmacies and to request your immediate attention to ensure uninterrupted access to your data.

As you may be aware, RedSail has been experiencing ongoing challenges with Optum/Change Healthcare. We are pleased to inform you that we have successfully identified a path to establish an alternative data connection with RedSail. This connection will allow us to reestablish your data feed to Elevate for PioneerRx, QS/1, and BestRx stores and recover the gap from the 2024 Optum/Change Healthcare outage.

Pharmacies will receive the below agreements the week of 2/17/2025:

- **RedSail Data Delivery Authorization 2025** – This agreement allows RedSail to send your data to Elevate in 2025, including any missing historical data as well as daily data going forward. **This agreement is due 3/7/2025.**
- **RedSail Data Delivery Authorization 2024** – Stores using Powerline during the Optum/CHC outage in 2024 will receive this agreement. **This agreement is due 2/28/2025.** ** This is an optional agreement. The data will flow into the EnlivenHealth Reconciliation system. If you have already taken steps to reconcile data during this date range, this may result in additional work to reconcile your claims. If you have any concerns regarding this data being transmitted to EnlivenHealth, please consult with the Elevate Help Desk prior to signing this agreement.

Why You Should Sign the Agreement

Here are a few critical reasons why your prompt action is essential:

1. **Rebate Processing:** Without your complete data, we will be unable to process your rebates for the first quarter of 2025. Timely access to your data is crucial for ensuring you receive your entitled rebates.
2. **Completeness of Reconciliation:** Currently, your pharmacy's data in the Elevate reconciliation system is incomplete. Gaining access to the complete dataset will enable you to reconcile outstanding claims effectively, addressing any claims that have not yet been reconciled.
3. **Enhanced Data Analytics:** Signing the agreement will also facilitate access to InSite data analytics reporting, empowering you with the insights you need for informed decision-making.

Action Required

To ensure that we can complete this process efficiently, we kindly ask you to sign the agreements by the due dates listed. These agreements will be sent via DocuSign to your authorized signer the week of 2/17/25.

If you require the agreement to be resent or have any questions, please do not hesitate to reach out to the Elevate Help Desk at **(888) 880-1388**.

Commitment to You

Both RedSail and Elevate are dedicated to preventing any disruption to your rebates or reconciliation processes. Until the data feed is fully reestablished, your pharmacy will continue to receive data stop notices via email. We will keep you updated on our progress as we work on or towards a permanent solution to ensure there are no further interruptions to your services.

We greatly appreciate your patience and partnership during this transition. Together, we can ensure that your operations continue smoothly. For questions, please contact:

- Elevate Help Desk (888) 880-1388
- PioneerRx (800) 850-5111
- QS/1 (800) 845-7558
- BestRx (877) 777-5758

Thank you for your prompt attention to this matter.