



Patient FAQs

1. What did Omnicare announce?

- Omnicare has initiated a voluntary court-supervised Chapter 11 process to resolve issues related to the recent litigation in the U.S. District Court for the Southern District of New York.
- The Company also intends to use this process to address other financial challenges facing the broader long-term care pharmacy industry and to evaluate all options, including the implementation of a sale strategy.
- As we move through the court-supervised process, we remain fully committed to delivering safe and reliable pharmacy and clinical services to our customers and residents.

2. What is Chapter 11?

- Chapter 11 is a legal tool that allows companies to reorganize their finances and address liabilities while they continue operating. It does not mean that a business is shutting down.

3. Why did Omnicare file for Chapter 11? Why now?

- We were engaged in a civil lawsuit in the U.S. District Court for the Southern District of New York.
- To resolve issues related to the litigation and address other financial challenges facing the broader long-term care pharmacy industry, Omnicare has initiated a voluntary court-supervised Chapter 11 process.
- This is a proactive step that enables us to move forward and help ensure the continued delivery of safe and reliable pharmacy and clinical services to our customers and residents.

4. How will the court-supervised process affect Omnicare's day-to-day operations?

- We are continuing to operate as normal throughout this process.
- Providing safe and reliable pharmacy and clinical services to our customers and residents remains our top priority as we move ahead.

5. When does the Company expect to complete the Chapter 11 process?

- While we have not set a specific timeline, we intend to move through this process as quickly and efficiently as possible.
- We will keep you informed along the way as we have updates to share.

6. What does this mean for patients?

- You should expect no changes to how we serve you as we move through this process.
- From everyday care to specialized services, we remain fully committed to working closely with your healthcare facility to provide you with high quality care and meet your pharmacy needs.
- As always, delivering safe and reliable pharmacy services to the patients we serve remains our top priority.

7. Will I continue to receive pharmacy services from Omnicare?

- Yes, you should expect no changes to how we serve you as we move through this process.
- We remain focused on partnering with your facility to help ensure the delivery of your medication on time.

8. I thought CVS was my pharmacy provider. Who is Omnicare?

- Omnicare is a subsidiary of CVS Health and a leading national provider of pharmacy services to the long-term care market.
- You should expect no changes to how we serve you as we move through this process.

9. Where can I find additional information?

- Additional stakeholder resources and information regarding the court-supervised process is available at www.OmnicareRestructuring.com.
- If you have additional questions, please reach out to your usual contact at your healthcare facility.