



*Providing affordable medications  
for people in need.*

Rx Outreach  
Honoring God  
by serving  
others.

2018



*“Our belief that everyone should have access to affordable medications guides everything we do at Rx Outreach.”*

*Darryl Munden  
President, Rx Outreach*





## To our friends and supporters,

I once heard that a tightrope walker keeps balance by focusing on a single, stationary point. The risk of falling is highest when the eyes are taken off the direction that one is going. As the healthcare industry continues to evolve, it would be easy for Rx Outreach to lose focus of our purpose: providing affordable medication to people. Like many organizations, we've had our share of uncertainty and challenges such as significant price spikes for generic medications and ongoing prescription drug shortages – both of which jeopardize patient access to care and create hardship for providers. In 2018, we devoted ourselves to being mission-focused in every business interaction and more importantly, with each patient that we serve. We believe that commitment to our mission and core value on each bottle cap, “Honoring God by Serving Others” helps us to remain balanced and focused.

As you read this report, you'll see how Rx Outreach continued in 2018 to live out our purpose with increased passion. Internally, we began a journey to becoming a People First© Certified organization with the goal of establishing an organizational culture of servant leadership that exalts the dignity, worth, and the potential of all people. As a People First© Certified organization, we now refer to our fellow-employees as Purpose Partners, which more accurately reflects and honors our mission and obligation to the people and communities that we serve.

In addition to saving our patients over \$96 million dollars over the year on their prescription medication costs, we've expanded our Healthy Re-Entry program, providing free mental and physical health medications to newly released ex-offenders in Missouri. We have also created a new Prescription Benefits Program, called *Serving Those Who Serve Others*, which will enable partner companies to extend health benefits and access to affordable medication to their employees.

Thank you for your continuing support of Rx Outreach and the people and communities that we serve. Through your generosity and collaboration, you too are an Rx Outreach Purpose Partner in helping eliminating barriers to affordable medication.

Yours in Christ,

Darryl Munden, *President*



*"I love the message on the bottle."*

*Sheryl  
Rx Outreach Patient*

# Our Mission:

*To provide affordable medications for people in need.*



# Our Vision:

*A world where every person has access to the medications they need.*



# Our Values:



- **Serve Others:** Honoring God by serving those in need. Providing a high level of service because our patients deserve it and often, they have nowhere else to go.
- **Respect:** Treating one another with respect in all of our interactions.
- **Integrity:** Adhering to high ethical and professional standards in all of our relationships.
- **Care:** Caring for our patients and one another.
- **Stewardship:** Controlling costs so that we can provide affordable medications.
- **Confidentiality:** Protecting patient information.

"Our pharmacists choose to work at Rx Outreach because of the state-of-the-art technology coupled with the mission that puts people in need first."

Edgardo Alvira, PharmD  
Pharmacist in Charge





# What Rx Outreach Does:

*We provide affordable medications for people in need.*

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# What Rx Outreach Does Not Do:

*We do not charge additional or hidden fees.*

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- No enrollment fees
  - No membership fees
  - No standard shipping fees
  - No hidden fees
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Our providers, clinic partners, and patients pay ONLY for the medications they need.

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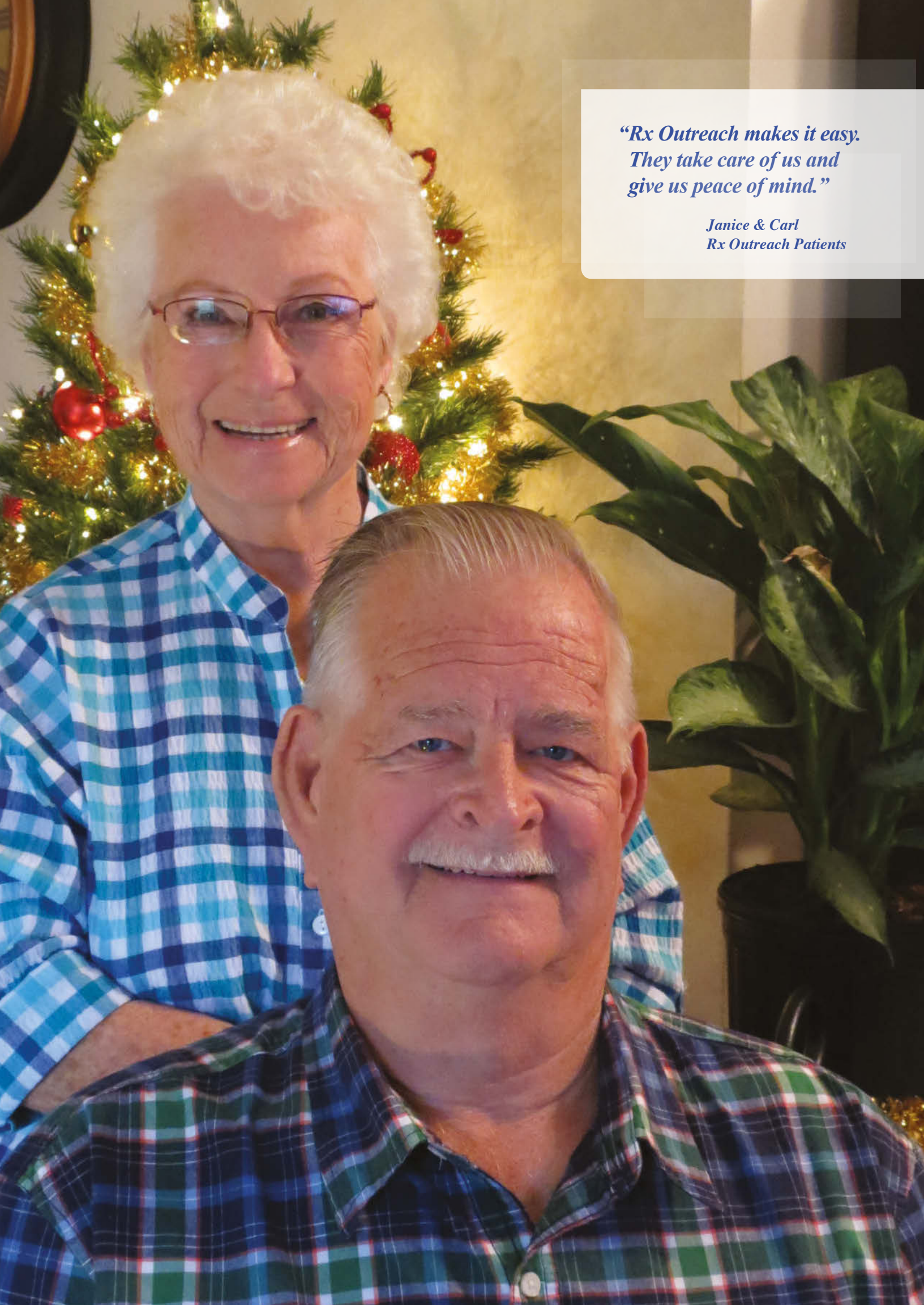
We truly believe and are committed to everyone having access to affordable medications.

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"We partner with the pharmaceutical manufacturers who are dedicated to making medications accessible to all."

Roy Whitley,  
Vice-President of Operations





*“Rx Outreach makes it easy.  
They take care of us and  
give us peace of mind.”*

*Janice & Carl  
Rx Outreach Patients*



# Rx Outreach Compared.

*Affordable. Easy. Transparent. Trusted.*

“The motto on our bottlecap succinctly summarizes why we’re passionate about providing affordable medication.”

Carol Burcke  
Dir. of Donor Engagement and Program Development

	GENERIC DRUGS Patient Assistance Program	BRAND DRUGS Patient Assistance Program	GENERIC DRUGS Retail Pharmacy Programs	BRAND & GENERIC DRUGS Discount Card & Savings Programs
Program Description	Rx Outreach Low-cost or free drugs	Individual Brand Manufacturers No cost brand drugs	Target, Wal-Mart local and regional retailers Generic drug discount programs	CVS, Walgreens, local and regional retailers Prescription drug savings/ discount programs for brand and generic drugs
Program Requirements	<ul style="list-style-type: none"><li>• 400% Federal Poverty Level</li><li>• Completed application</li><li>• Prescription</li><li>• Payment</li></ul>	<ul style="list-style-type: none"><li>• Most allow up to 200%-400% of federal poverty level</li><li>• Completed application</li><li>• Prescription</li><li>• Financial/supporting info</li></ul>	<ul style="list-style-type: none"><li>• Prescription</li><li>• Payment</li></ul>	<ul style="list-style-type: none"><li>• Membership (some charge enrollment fees)</li><li>• Prescription</li><li>• Payment</li></ul>
Medication Costs	As low as \$9 for a 90-day supply for many drugs	Free or assistance with co-pay	\$4 for 30-day supply for specific drugs. Prices higher for some doses and strengths	% Discount Discounts for brand and generic drugs Savings vary. Savings amount not known before purchase
Getting Medications	Shipped to Patient or Clinic Free home delivery to any US address	Shipped to Patient, Clinic or Pharmacy Some programs only ship to physician’s office	Patient Pick-Up Medications must be picked up from local pharmacy	Patient Pick-Up Medications must be picked up from local pharmacy
Available Medications	More than 1,000 Medication Strengths Includes all strengths, 50 therapeutic categories	Specific to Manufacturer Drugs per program vary by manufacturer	Varies by Retail Pharmacy Limited list of medications, may vary by retail pharmacy	Retailer Specific Retail discount cards apply to multiple drugs
Physician Completion of Forms	Not Required	Required for Some Programs	Not Required	Not Required
Supporting Documents	None Except for controlled substances	Required Proof of Income: Social Security, Tax forms, Paychecks, Citizenship	None	Varies by Program

This information is provided as a general guideline. For specific information, refer to the individual program.







# The Rx Outreach Numbers

1

Mission

9

years of committed service

76

dedicated employees

433

affordable medications

1,006

different medication strengths

327,113

patients served

3,057,228

prescriptions filled

\$662,000,000

in patient savings

"At Rx Outreach, we come to work every day prepared to do our very best, because we know our efforts make a difference in someone's life."

Saulo Mendez,  
Director of IT



*“Our collaboration with Rx Outreach has allowed Grayson County Health Clinic to connect patients with much needed medications they would not have received otherwise. These medications allow our patients to regain their quality of life by improving their health outcomes.”*

*Nanette Pinckney,  
Executive Director, Grayson County Health Clinic  
Sherman, Texas*





# 2018

## *Impact on the Community:*

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"We partner with hundreds of clinics and organizations all over the U.S. to create a stronger network of medication accessibility."

Susan Fodor,  
Manager, Client Services

- 59,422 people received medication at a significantly reduced cost or for free
- 339,358 prescriptions were dispensed
- Dispensed the equivalent of 1,357,324 months of medication
- Saved our patients more than \$96,538,937 on their medications (compared to retail cost)
- Customer service agents took 415,087 calls to assist people with enrolling and obtaining medications
- 39 new medications were added to formulary at affordable costs for our patients
- The Health and Wellness Outreach program, created to reduce health disparities and improve access to quality medical care for at-risk people, educated more than 1,300 people
- The Healthy Transitions program, which provides free mental and physical health medications for newly released ex-offenders in Missouri, supplied 19,004 prescriptions to more than 3,462 people

# Community Report

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**Darryl Munden**  
President  
Rx Outreach



**Michael Holmes**  
Board Chairman/Founder  
Rx Outreach

“By being a source for affordable medication, Rx Outreach not only helps people in need, but their families, employers, and communities as well.”

Nicole Lamoureux, President and CEO  
National Association of Free and Charitable Clinics

Rx Outreach is fortunate to receive support from numerous pharmaceutical manufacturers that share our common interest of increasing access to lifesaving medications. In fiscal year 2018, Rx Outreach received in-kind drug donations from pharmaceutical manufacturers, which are reported as “In-Kind” Contributions. The vast majority, or 98% of our total public support of \$49 million, was received in the form of in-kind drug donations. These donations are dispensed to patients for free or at a low cost.

In accordance with accounting principles generally accepted in the United States of America, we are required to record the Fair Market Value (FMV) of in-kind drug donations as revenue at the time of the donation. In addition, when the donation is dispensed to a patient, the expense is recorded at FMV. This can create significant fluctuations in the reported change in net assets, as receipt and dispensing of donated medications does not always occur in the same reporting period. This anomaly is noted in an effort to be conscientious of the pharmaceutical resources entrusted to us and to provide clarification of the financial statements.

Rx Outreach is strongly positioned to broaden our relationships with pharmaceutical manufacturers, healthcare organizations, nonprofits and corporate sectors. We believe by expanding our partnerships, we will increase our reach to those in our communities most in need. Together with the exceedingly generous support of donors and partners, Rx Outreach is able to fulfill our mission and positively change lives.

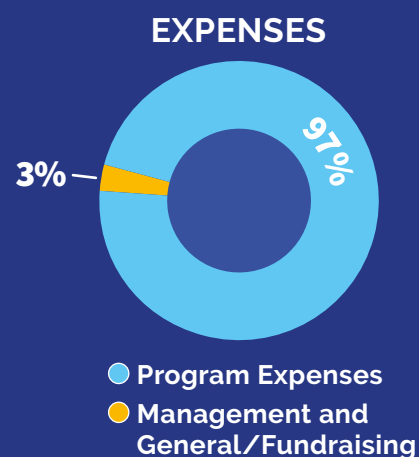
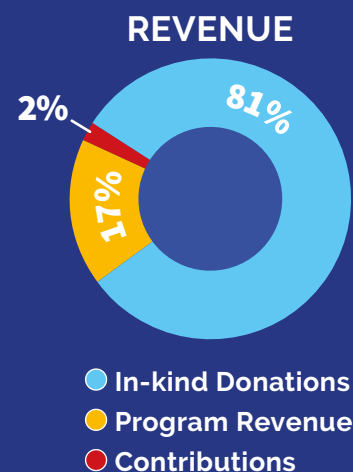


# Financial Data: Summary

## Statement of Activities

		AS OF DECEMBER 31, 2017	AS OF DECEMBER 31, 2018
REVENUE	Contributions	\$ 616,207	\$ 925,313
	In-Kind Contributions	68,022,565	49,005,702
	Program Revenue	11,113,121	10,351,547
	Other Revenue	1,097	1,928
	<b>Total Revenue</b>	<b>79,752,990</b>	<b>60,284,490</b>
EXPENSES	Program Expenses	\$ 71,819,482	\$ 65,807,477
	Fundraising	38,539	96,635
	Management and General	1,938,773	1,829,871
	<b>Total Expenses</b>	<b>73,796,794</b>	<b>67,733,983</b>
NET	<b>Excess in Net Assets</b>	<b>\$ 5,956,196</b>	<b>\$ (7,449,493)</b>

\*Majority of Net Assets are In-Kind Inventory Contributions.



## Statement of Financial Position

		AS OF DECEMBER 31, 2017	AS OF DECEMBER 31, 2018
ASSETS	Cash	\$ 2,457,864	\$ 2,535,886
	Accounts Receivable	28,544	79,930
	Pledges Receivable	170,000	108,000
	Inventory	39,518,311	32,387,716
	Prepaid Expenses	134,107	108,312
	Property and Equipment	1,838,873	1,653,914
	<b>Total Assets</b>	<b>44,147,699</b>	<b>36,873,758</b>
LIABILITIES & NET ASSETS	Accounts Payable	\$ 1,276,557	\$ 1,434,949
	Deferred Revenue	439,212	456,372
	<b>Total Liabilities</b>	<b>1,715,769</b>	<b>1,891,321</b>
	Investment in Property/Equipment	\$ 1,838,873	\$ 1,653,914
	Undesignated	40,423,057	32,911,322
	Temporarily Restricted	170,000	417,201
	<b>Total Net Assets</b>	<b>42,431,930</b>	<b>34,982,437</b>
	<b>Total Liabilities and Net Assets</b>	<b>44,147,699</b>	<b>36,873,758</b>

Financials are based on audited results for the year ending December 31, 2018.  
Audit conducted by Rubin Brown LLP.





*“Rx Outreach makes it convenient for you to be able to get the medications you need so that you can live a healthy life.”*

*Clara  
Rx Outreach Patient*



# Frequently Asked Questions

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“Patients tell me every day that without Rx Outreach, they would break pills or not take their medication as prescribed.”

Farris Wilder,  
Research Analyst

## **What is Rx Outreach?**

We are the nation’s largest, fully licensed nonprofit pharmacy.

## **What do we offer?**

Rx Outreach offers more than 1,000 medications that cover most chronic diseases. Since we are a mail order pharmacy, we are able to ship medications directly to our patients’ homes. To make it simple and cost-effective for our patients, we usually ship between 20 and 180 days of medication at a time.

## **Who is eligible?**

Rx Outreach is available to qualifying individuals and families. Patients can quickly check their eligibility online. Patients can be on Medicare, Medicaid or other health insurance and still receive medications from Rx Outreach.

## **How does Rx Outreach work?**

Patients or their advocates can complete a simple enrollment process online, by phone, or with our paper application. Once we receive the patient’s prescription and payment, we do the rest. Medications are generally received about a week after prescriptions are approved. When it’s time for a refill, we’ll send a reminder.

## **How much does it cost?**

Through Rx Outreach, patients pay an affordable price for medications. There are no additional enrollment fees, membership fees, or standard shipping fees.

## **Will Rx Outreach save patients money?**

Since 2010, Rx Outreach has saved our patients more than \$662 million on their prescription medications. Use our savings calculator ([savingscalc.rxoutreach.org/savingsCalculator/show](https://savingscalc.rxoutreach.org/savingsCalculator/show)) to find out how much can be saved on specific medications.



*“These aren’t vanity meds we’re dispensing. Rx Outreach is a literal lifeline for many people.”*

*Rx Outreach Pharmacists*



# Testimonials

“I had stopped taking the full dosage of my mental health medication when the price increased. I had no insurance and no hope. Then I found you. My husband of 44 years says that I am fun to be around again, because I have my medication. My two adult boys feel the same way. ***We are all so grateful for Rx Outreach.***”

- Ms. P.

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“Rx Outreach has been so good to my wife since she got dementia. It was taking her entire monthly social security check to pay for her medication until I found Rx Outreach. I told my adult kids that their Christmas will be smaller, so I can help people at Rx Outreach. They were glad of that. ***Bless you all.***”

- Bud

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“Since losing my insurance, my medicine was \$117 a month, which I couldn’t afford. But with your program it goes down to \$15 a month. ***You guys rock!***”

- Melissa

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“I handle the medication for my 87-year-old mother who has dementia. ***The medication we get from Rx Outreach is a lifesaver,*** because it keeps her in a better mood, more focused, and more active, so that she can enjoy time with her two children, four grandchildren, and four great-grandchildren.”

- Mary Ellen, mother of an Rx Outreach Patient

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“We’d have to mortgage the house to pay for my medications if not for Rx Outreach. ***We couldn’t be happier*** with the quality of life that I have because of your medication.”

- Sally

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“Without my medication, I don’t sleep. Without sleep, I go coo-coo. If I’m coo-coo, I can’t take care of my dad. Sometimes I feel like I’m totally on my own, but then I think about ***the folks at Rx Outreach who got my back.***”

- Karen

# Rx Outreach Board Members

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**Michael Holmes**  
*Board Chairman/Founder*  
Rx Outreach

**Thomas Manenti**  
*Vice Chairman*  
Executive Chairman  
MiTek, Inc.

**Lakesha Butler, PharmD, BCPS**  
*Treasurer*  
Clinical Associate Professor  
Department of Pharmacy Practice  
Southern Illinois University  
Edwardsville School of Pharmacy

**Kenneth Dude**  
*Secretary*  
Principal, Human Resources Programs  
Edward Jones

**Major General Elder Granger**  
*Chief Medical Officer*  
US Army (retired), MD, FACP, CPE,  
FACPE, CMQ, FACHE  
President/CEO  
The 5Ps, L.L.C.

**James Buford**  
*Retired President*  
Urban League of Metropolitan  
St. Louis and National Urban  
League Trustee

**Johnny Furr, Jr.**  
*President*  
St. Louis CARES

**Rodney Gee**  
*Retired Director of  
Human Resources*  
Edward Jones

**Kevin A. Green**  
*Attorney*  
Kevin A. Green, L.L.C.

**Omar Maldonado**  
*Financial Associate*  
Thrivent Financial

**Steven Miller, MD**  
*Senior Vice President,  
Chief Medical Officer*  
Express Scripts, Inc.

**John Pieper, PharmD**  
*President and Professor*  
St. Louis College of Pharmacy

**Richard White, MD**  
*Executive Medical Director,  
Clinical Performance  
Improvement Center*  
SSM Health Care

# Contact Rx Outreach

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## Phone Number

1-888-RXO-1234 (1-888-796-1234)  
Our Patient Advocate Center is open 7 a.m. – 5:30 p.m. CST Monday through Friday.  
Voicemail inquiries will be responded to within two business days.

## Fax Number

1-800-875-6591

## Email Inquiries

[questions@rxoutreach.org](mailto:questions@rxoutreach.org)

## Physical Address

3171 Riverport Tech Center Drive  
Maryland Heights, MO 63043

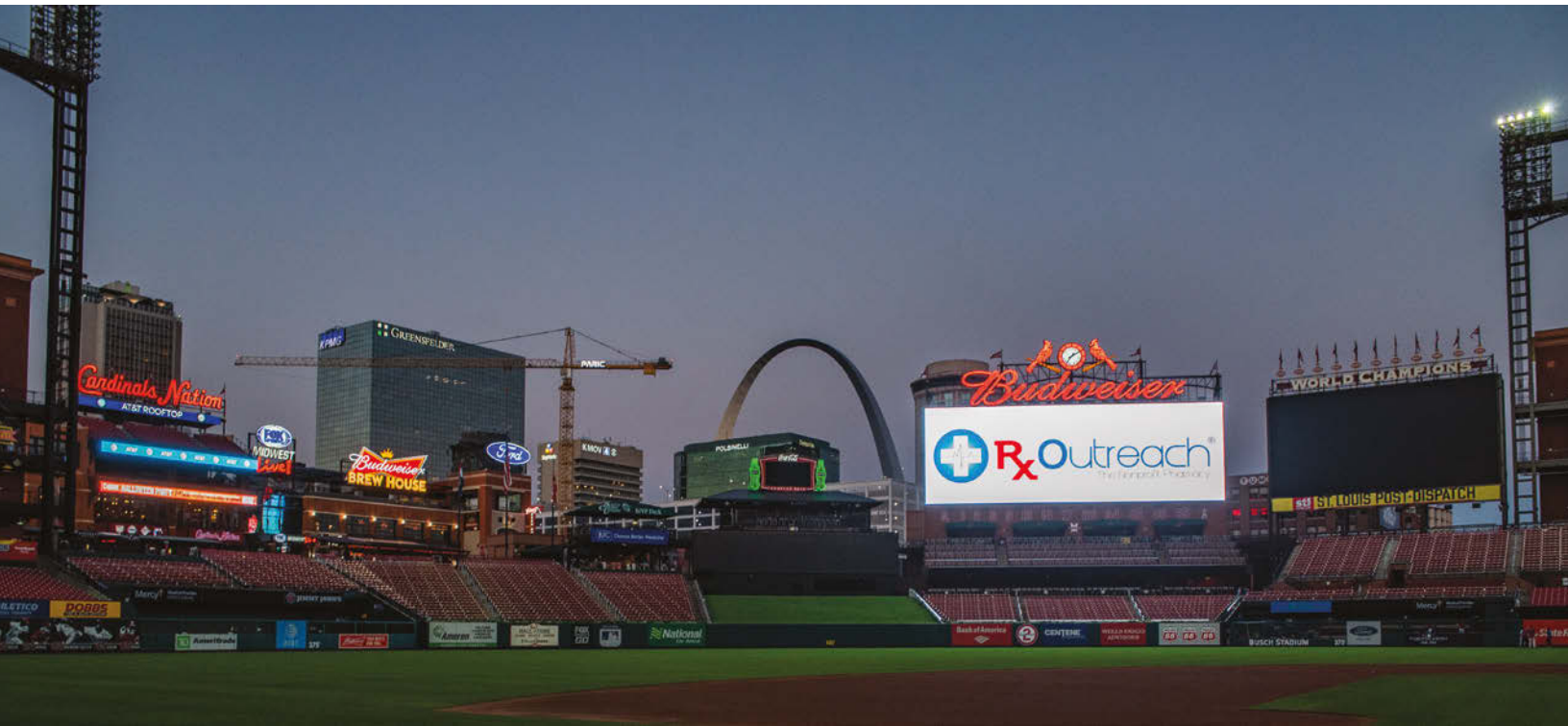
## Mailing Address

P.O. Box 66536  
Saint Louis, MO 63166-6536





*Providing affordable medications  
for people in need.*



[www.RxOutreach.org](http://www.RxOutreach.org)

1-888-RXO-1234

[questions@rxoutreach.org](mailto:questions@rxoutreach.org)

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Saint Louis, MO 63166-6536