ANNUAL REPORT

2020
Rx Outreach is a fully licensed, non-profit mail-order pharmacy whose mission is to provide affordable medication for people in need. Headquartered in Maryland Heights, Missouri, Rx Outreach addresses barriers to prescription medication access and provides health education and resources to the underserved. The vision of Rx Outreach is to create a world where everyone has access to the medication they need. Guided by faith and recognizing the innate dignity of all people, Rx Outreach strives to integrate the following values in all we do:

**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 our interactions.

**Integrity:**
Adhering to high ethical and professional standards in all 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 strategy is simple:**
Demonstrating our faith in action by doing good and sharing the ministry of healing with those in need.
2020 was the year that we came together - realizing how much we rely on community. As the pandemic spread and people began to shelter in place, we realized that Rx Outreach could help individuals continue their health practices through our mail-order prescription model. We temporarily expanded the income guidelines of our medication program to assist individuals and families who, due to COVID-19, were facing severe financial hardships related to illness, unemployment and underemployment, or increased care for a family member. We also partnered with a telemedicine company to offer our patients affordable, virtual doctor care from the comfort and convenience of home.

Internally, our response to the pandemic was robust. We pivoted to help employees work remotely and purchased laptops for those who were most vulnerable to COVID-19. Because our operations require on-site work, we developed cleaning and social distancing protocols. We identified and implemented safety options that reduced the number of employees on-site at any one time. Lastly, we focused on new technology improvements, such as one-way text messaging for patient payments and refills, to dampen the potential adverse impact of COVID-19 on our company and patients.

2020 proved that Rx Outreach could, and must continue to, evolve to meet community needs. For example, we will continue to seek relationships with pharmaceutical manufacturers and healthcare partners to benefit our patients and give them access to affordable medication and quality healthcare. Efforts like this are the heart of our mission.

Rx Outreach was created for and exists for our patients. We believe that we honor God through our service of them. I want to close with an impactful story from one of our patients, a retired teacher:

The local drugstore price for her arthritis medication jumped to $300, which she couldn’t afford. Without this medication, she and her husband would have needed to move to a nursing home because they’d be unable to take care of themselves. She called to thank us for offering her medication at an affordable price.

In a year with many tragic stories related to COVID-19, I’m happy to share our grateful patient’s positive story. On behalf of our staff and the patients we serve, thank you for supporting Rx Outreach and our mission.

Yours in Christ,
Darryl Munden, President
Our Year in Review
Rx Outreach by the numbers

**Named Top 5**
BEST ONLINE PHARMACIES
of 2020 by Money Magazine

**People Served**
41,217

**Prescriptions filled**
235,535

**Savings compared to retail**
$69,862,815

**Average savings per patient**
$1,695

**Added to the formulary**
16 NEW MEDICATIONS

**Calls received**
342,254

**Call Quality Rating**
98.20%

**Months of Meds**
942,140

**Featured in nearly 50 news stories and articles in 2020**

**Health and Wellness Outreach**
(HWO) helps reduce health disparities by providing quality health education.
932 People educated through HWO

**Healthy Reentry**
There is hope to sprout again.
124 People received
300 Prescriptions upon release from prison through Healthy Reentry

COMMUNITY PROGRAMS
Since 2010
Rx Outreach has saved our patients more than $822 million on their prescription medications compared to retail prices.

CUMULATIVE PATIENT SAVINGS

$822,414,855

3,586,666
Prescriptions Filled

487
Affordable Meds

1,007
Different Med Strengths

60
Rx OUTREACH Team Members

421,777
Total Unique Patients Served

Our team is staffed by more than 60 people including licensed pharmacists, pharmacy techs, and patient care advocates.
Statement of Financial Position
As of December 31

<table>
<thead>
<tr>
<th>Assets</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$ 1003,796</td>
<td>$ 1076,705</td>
</tr>
<tr>
<td>Accounts Receivable, Net</td>
<td>93,099</td>
<td>69,289</td>
</tr>
<tr>
<td>Contributions Receivable</td>
<td>37,167</td>
<td>161,334</td>
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<tr>
<td>Inventory</td>
<td>3,475,320</td>
<td>2,983,646</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>81,447</td>
<td>89,319</td>
</tr>
<tr>
<td>Property and Equipment</td>
<td>1491,616</td>
<td>1334,362</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$ 6,182,445</strong></td>
<td><strong>$ 5,714,655</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liabilities &amp; Net Assets</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable and Accrued Expenses</td>
<td>$ 1,277,149</td>
<td>$ 1,190,836</td>
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<tr>
<td>Deferred Program Revenue</td>
<td>498,494</td>
<td>501,493</td>
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<tr>
<td>Paycheck Protection Program</td>
<td></td>
<td>819,800</td>
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<tr>
<td><strong>Total Liabilities</strong></td>
<td><strong>$ 1,775,643</strong></td>
<td><strong>$ 2,512,129</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Net Assets</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Without Donor Restrictions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment in Property and Equipment</td>
<td>$ 1,491,616</td>
<td>$ 1,334,362</td>
</tr>
<tr>
<td>General Operating</td>
<td>2,524,839</td>
<td>1,339,848</td>
</tr>
<tr>
<td>With Donor Restrictions</td>
<td>390,347</td>
<td>28,316</td>
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<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>$ 4,406,802</strong></td>
<td><strong>$ 3,202,526</strong></td>
</tr>
</tbody>
</table>

| Total Liabilities and Net Assets            | **$ 6,182,445**| **$ 5,714,655**|
Statement of Activities

For the year ended December 31, 2019

Revenue

Program Revenue $8,504,944
Public Contributions $384,727
In-kind Inventory Contributions $12,630,585
Other Public Support $7,964

Expenses

Program Services $23,681,407
Management and General $2,021,781
Fundraising $79,060

Net Assets

$ (4,254,028)

For the year ended December 31, 2020

Revenue

Program Revenue $7,755,794
Public Contributions $267,781
In-kind Inventory Contributions $13,758,400
Capital Campaign Contributions $643,995

Expenses

Program Services $21,632,642
Management and General $1,997,604
Fundraising $79,060

Net Assets

$ (1204,276)
Board of Directors

Chair:
Rodney Gee
Chairman, Retired Director of Human Resources
Edward Jones

Vice Chair:
Dusty Diekman
VP & General Manager
Express Scripts Sales and Account Management Optimization

Treasurer:
Debra Yost
Regional Vice President of HR
Mercy Hospital

Secretary:
Demetrius Grooms
Principal, Retirement Operation
Edward Jones

Chief Medical Officer:
Major General Elder Granger, US Army (retired) MD, FACP, CPE, FACPE, CMQ, FACHE
President and CEO
The 5Ps, LLC

Board Members

Michael Holmes
Founder
Rx Outreach

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

Kevin Green
Attorney
Law Office of Kevin A. Green, LLC

Omar Maldonado
Financial Associate
Thrivent Financial

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

Kristi Storman
Director of Operations
Centene Corporation

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

Phone Number
1-888-RXO-1234
(1-888-796-1234)
1-800-769-3880

Our Patient Contact Center is open
7:00 am – 5:30 pm Central Time
Monday through Saturday

3171 Riverport Tech Center Drive
Maryland Heights, MO 63043