



# ANNUAL REPORT



WELCOME

# Rx Outreach

## 2020 Annual Report

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.

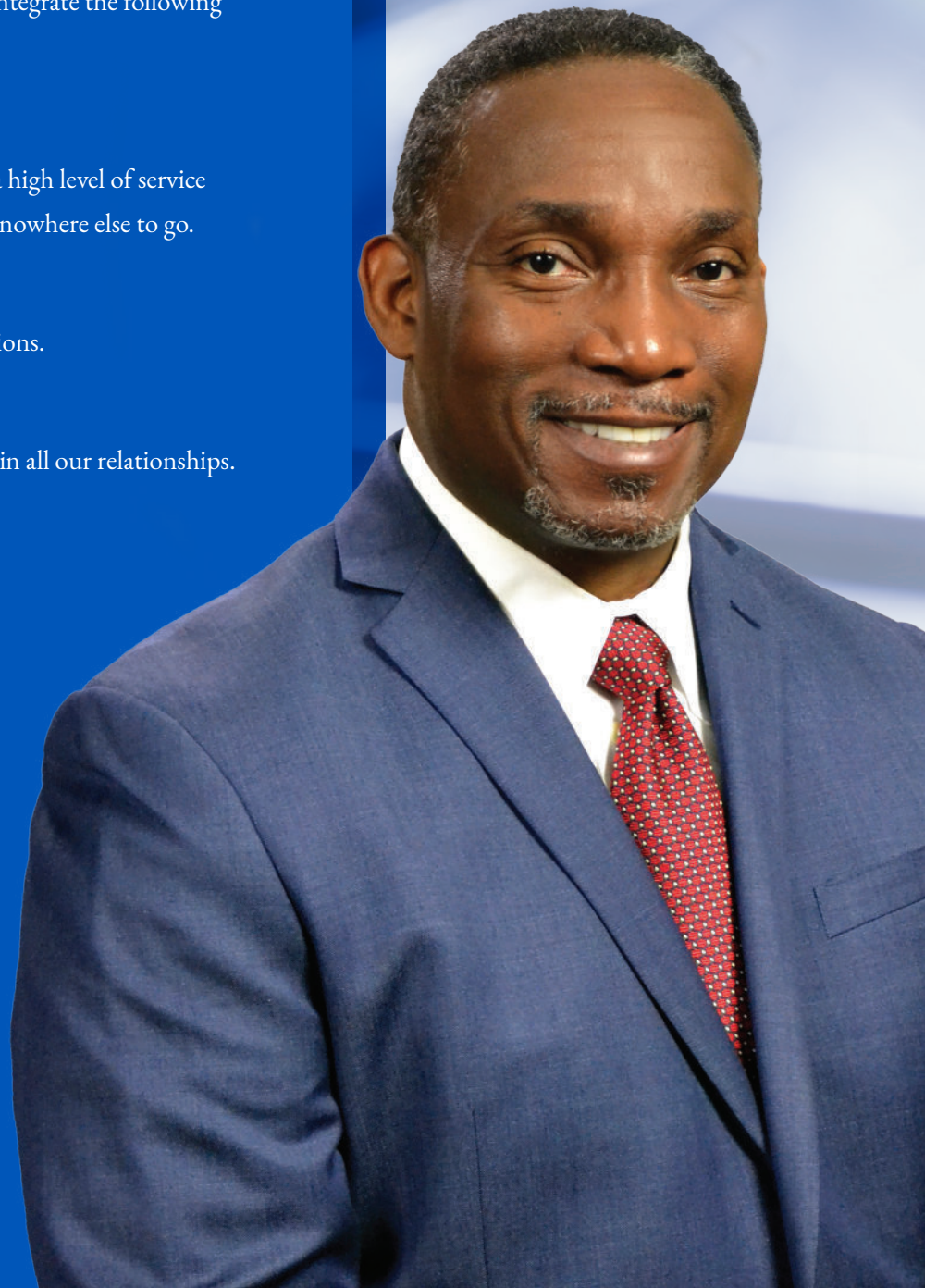
### Confidentiality:

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.

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# To our friends and supporters,

**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

2020

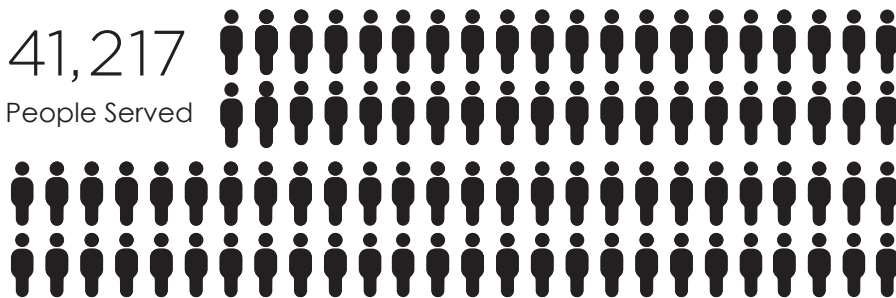
Rx Outreach by the numbers



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

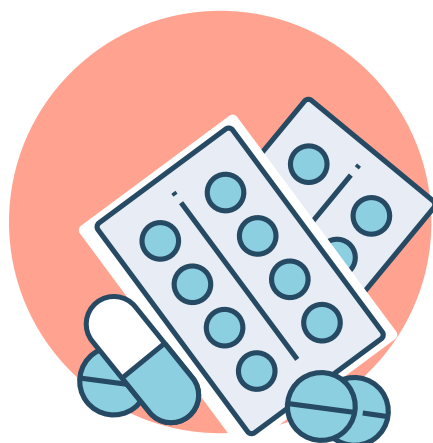
41,217

People Served



235,535

Prescriptions filled



\$69,862,815

Savings compared to retail



\$1,695

Average savings per patient



342,254  
Calls received



★★★★★  
98.20%  
Call Quality  
Rating



Featured in nearly  
50 news stories and  
articles in 2020



942,140

Months of Meds

## COMMUNITY PROGRAMS



*Empowering our community through education*

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.*

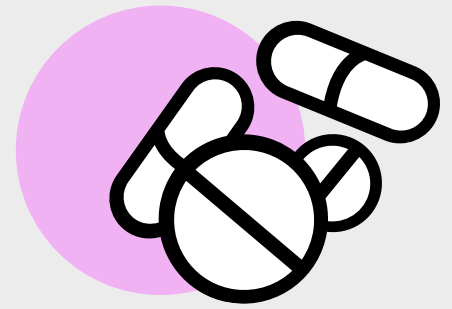
124 People received  
300 Prescriptions  
upon release from prison  
through Healthy Reentry



16 NEW  
MEDICATIONS  
Added to the formulary

# 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

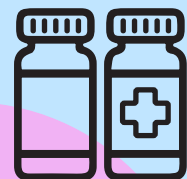


**3,586,666**

Prescriptions  
Filled

**487**

Affordable  
Meds



**1,007**

Different  
Med Strengths

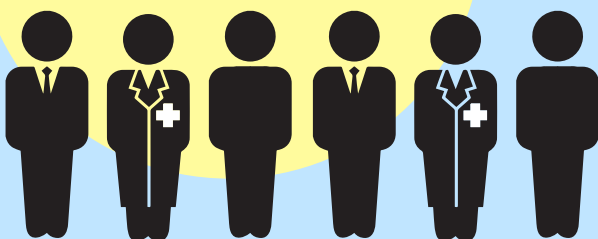
**421,777**

Total Unique  
Patients Served



**60**

Rx OUTREACH  
Team Members



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

Assets	2019	2020
Cash	\$ 1,003,796	\$ 1,076,705
Accounts Receivable, Net	93,099	69,289
Contributions Receivable	37,167	161,334
Inventory	3,475,320	2,983,646
Prepaid Expenses	81,447	89,319
Property and Equipment	1,491,616	1,334,362
<b>Total Assets</b>	<b>\$ 6,182,445</b>	<b>\$ 5,714,655</b>

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Liabilities & Net Assets	2019	2020
<b>Liabilities</b>		
Accounts Payable and Accrued Expenses	\$ 1,277,149	\$ 1,190,836
Deferred Program Revenue	498,494	501,493
Paycheck Protection Program		819,800
<b>Total Liabilities</b>	<b>\$ 1,775,643</b>	<b>\$ 2,512,129</b>
<b>Net Assets</b>		
Without Donor Restrictions		
Investment in Property and Equipment	\$ 1,491,616	\$ 1,334,362
General Operating	2,524,839	1,339,848
With Donor Restrictions	390,347	28,316
<b>Total Net Assets</b>	<b>\$ 4,406,802</b>	<b>\$ 3,202,526</b>

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<b>Total Liabilities and Net Assets</b>	<b>\$ 6,182,445</b>	<b>\$ 5,714,655</b>
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# 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

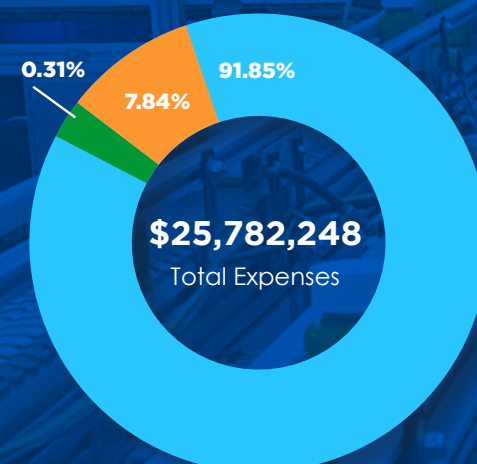
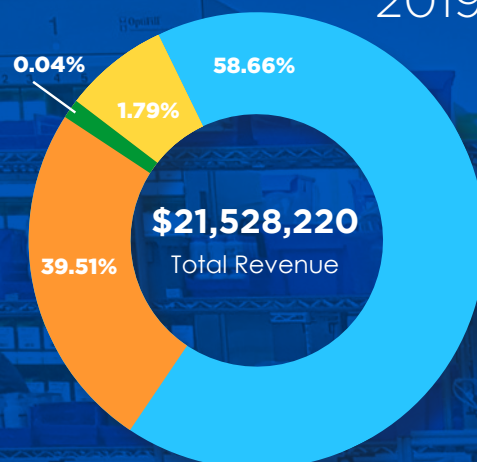
Program Revenue	
■ \$ 7,755,794	
Public Contributions	
■ \$ 267,781	
In-kind Inventory Contributions	
■ \$ 13,758,400	
Capital Campaign Contributions	
■ \$ 643,995	

## Expenses

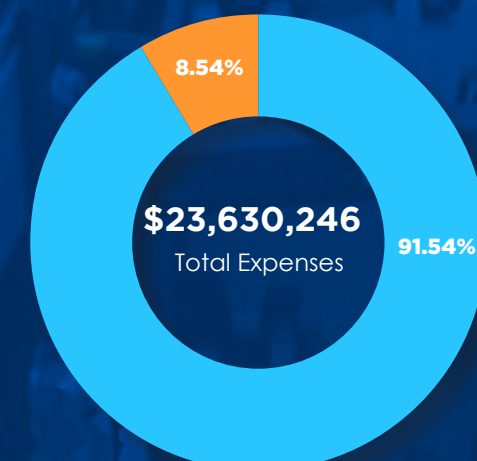
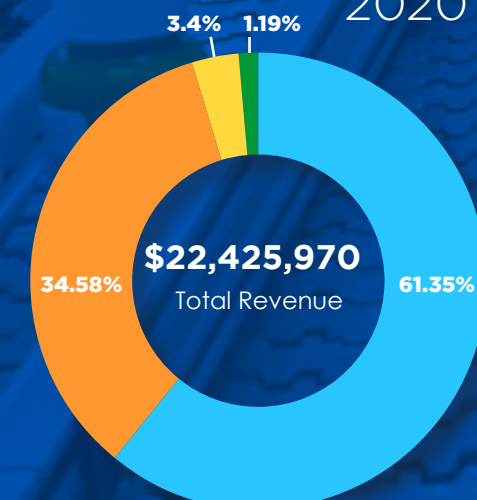
Program Services	
■ \$ 21,632,642	
Management and General	
■ \$ 1,997,604	

\$ (1,204,276)

2019



2020





## Board of Directors

*Chair:*

**Rodney Gee**

Chairman, Retired Director of Human Resources  
Edward Jones

*Vice Chair:*

**Dusty Dickman**

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

# 2020

## Senior Management

**Darryl Munden**

President

**Joseph Potter**

Vice-President of Operations and IT

**Ralf Salke**

Vice-President of Business Development

**Sergio Barranco**

Pharmacist in Charge

**Carrie Bishop**

Human Resources Manager

**Carol Burcke**

Director, Director of Development  
and Marketing

**Ian Tan**

Controller



**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

