

<PTNT\_FIRST\_NM> <PTNT\_LAST\_NM>  
 <PTNT\_ADDR\_LINE1\_TX><sup>[SEP]</sup>  
 <PTNT\_ADDR\_LINE2\_TX><sup>[SEP]</sup>  
 <PTNT\_CITY\_TX>, <PTNT\_STATE\_CD>  
 <PTNT\_ZIP\_CD> <PTNT\_ZIP\_SFX\_CD>

### **ACTION REQUIRED**

**Choose a new  
network pharmacy by  
January 1, 2021**

Dear <PTNT\_FIRST\_NM> <PTNT\_LAST\_NM>,

We're writing to let you know that on <Effective Date> your network pharmacies are changing. Network pharmacies are the pharmacies in your prescription plan.

According to our record, you recently obtained your medication(s) or durable medical equipment (DME) at:

[PHARMACY NAME], [PHARMACY ADDRESS], [PHARMACY PHONE]  
 [PHARMACY NAME], [PHARMACY ADDRESS], [PHARMACY PHONE]  
 [PHARMACY NAME], [PHARMACY ADDRESS], [PHARMACY PHONE]

**Effective January 1, 2021** the pharmacy store(s) listed above will no longer be in the network. This means you need to choose a new network pharmacy and transfer any existing prescriptions by **January 1, 2021**.

### **What to do before January 1, 2021 to transfer an existing prescription:**

1. Call or visit an in-network pharmacy that is convenient to you with your prescription bottle or DME label in hand. All the information you need is on the label and your new pharmacy can use this information to transfer your prescriptions. Prescriptions for control medication cannot be transferred;
2. Ask your healthcare provider to electronically send a new prescription to the new pharmacy or;
3. Call the CVS Caremark® Customer Care Team at **XXX-XXX-XXXX**. They'll review your pharmacy options and help transfer your prescription. To assist you in this process, below are three pharmacy options nearest to you:

[PHARMACY NAME], [PHARMACY ADDRESS], [PHARMACY PHONE]  
 [PHARMACY NAME], [PHARMACY ADDRESS], [PHARMACY PHONE]  
 [PHARMACY NAME], [PHARMACY ADDRESS], [PHARMACY PHONE]

You can also talk to your doctor about these changes to your prescription benefit plan and, if appropriate, ask for a new prescription.



**How to find a new network pharmacy:**

Your plan continues to have a number of participating pharmacies in its network and you have a lot of choices. You can choose from the list above, or choose your own from the list of pharmacies found at [Caremark.com](http://Caremark.com). We are here to help.

If you have questions, visit **Caremark.com** or call us at **XXX-XXX-XXXX**.

Sincerely,

*Your CVS Caremark Team  
Fidelis Care*