

<<CLIENT LOGO>>

{{DATE}}

{{TOFIRST}} {{TOLAST}}

{{TOADDRESS1}} <<TOADDRESS2>>

{{TOCITY}}, {{TOSTATE}} {{TOZIP}}

Dear <MEMFIRST> <MEMLAST>:

Recently, you received an approval for coverage of **{{APPROVEDDRUG}}**. As a reminder, the **{{CLIENTNAME}}** prescription drug plan requires participation in the **CVS Weight Management™** program. If you choose not to enroll and engage, your benefits plan will require you to pay the entire cost of your medication, and it may not count towards your deductible or out-of-pocket maximum.*

Your current out-of-pocket costs for **{{APPROVEDDRUG}}** will end effective **{{TERMDATE}}** for the following reason:

{{DENIALREASON}}

Your plan requires that you **{{SOLUTION}}**

How to enroll in the program:

1. **Download the Health Optimizer® app and take the eligibility survey**
2. **Complete enrollment steps:** Call **1-800-207-2208 (TTY: 711)** from 8 AM to 8 PM Monday-Friday or from 9 AM to 4 PM on Saturday. Your dedicated care team will help you sign up and take the eligibility survey. They can also answer any questions you have.
3. **Meet ongoing program requirements**

The **{{CLIENTNAME}}** benefits plan requires you to meet the following program engagement criteria for 24 months:

- **Minimum program engagement**, which includes the following:
 - At least one live virtual meeting or member-initiated chat with a program clinician each month, and
 - Meet biomarker logging requirements as agreed to between member and their clinician

- If you do not meet the minimum program engagement criteria that the {{CLIENT NAME}} benefits plan has established, you'll need to pay for the full cost of your medication, and it won't count towards your deductible*

Take the guesswork out of weight loss

Participating in a weight loss program not only helps you achieve your weight loss goals but also maximizes the benefits of your medication. Studies have shown that individuals who engage in a personalized weight loss program while taking weight loss medication experience great improvements in overall health outcomes.**

Have questions?

Our team is committed to working with you every step of the way. If you have questions about the program, please call us at **1-800-207-2208 (TTY: 711)** from 8 AM to 8 PM Monday-Friday or from 9 AM to 4 PM on Saturday

* For members enrolled in qualified high-deductible health plans with health savings accounts, member cost will count towards deductible and out-of-pocket maximum.

** <https://www.healthline.com/health-news/to-lose-weight-and-keep-it-off-study-finds-lifestyle-changes-and-medications-can-be-crucial#A-third-of-patients-maintained-15%-weight-loss>