<MEMBER NAME>  
<MEMBER ADDRESS>  
<MEMBER CITY, STATE ZIP>

Date: <Month Day, Year>

Dear <MEMBER NAME>,

**Your mail service prescription is on hold**

We have put your prescription(s) listed below on hold as you requested:

**Prescription number Drug name**

<9999999> <DRUG NAME>

<9999999> <DRUG NAME>

**We’ll wait to hear from you before we take any additional steps**

We’ll keep this prescription on hold until you ask us to fill it. When you’re ready to have us fill   
the prescription:

|  |
| --- |
| **Remove the hold online:**   * Sign in at <Caremark.com> * <Go to *Prescriptions* and select *View Order Status* * Find the medication you placed on hold in your Order List * Select *Release this Hold* and follow the prompts>   or  **Remove the hold by phone**  Call us at <1-XXX-XXX-XXXX>. This is an automated line, so please have your prescription number ready when you call. |

If the prescription was enrolled in the automatic refill program, placing it on hold may end automatic refills. You may need to re-enroll if you’d like automatic refills in the future.

**Thanks for the opportunity to serve you**

We’re working hard to make it easy to manage your orders.

*—Your team at CVS Caremark*

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**Have questions?** We want to help.

Sign in at **<Caremark.com>** to view your benefits,   
check your profile, and keep your account up to date.

Call <1-XXX-XXX-XXXX> to speak to a Care team member.