

<P.O. Box 30012, Pittsburgh, PA 15222-0330>

<First Name> <Last Name> <DATE>

<Address1> **Payment ID:** <Member ID> <Address2>

<City>, <State> <Zip>

Dear <First Name> <Last Name>:

Thank you for your membership in a Medicare prescription drug plan provided by Blue MedicareRxSM (PDP). Providing you with quality service is important to us and we appreciate the opportunity to provide your Medicare prescription drug coverage.

A review of our records indicates that you requested a One-Time E-Check/ACH premium payment of <$xxx.xx>. **However, the item was returned unpayable by your bank on <Return Date> for one of the following reasons:**

* Account Closed/Frozen
* Authorization Revoked by Customer/Payment Stopped
* Insufficient Funds
* Invalid Account Number/No Account/Unable to Locate
* Other Reason

**Please note:** Your account has been adjusted for the amount of the returned E-Check/ACH payment. We provide multiple convenient options for you to pay your premiums. Please choose from one of the options below to complete your payment:

* Mail in a payment using your invoice coupon.
* Call Customer Care toll free at 1-888-620-1746, 24 hours a day, 7 days a week, (TTY users call 711) to make a payment using a credit card or bank account.

Paying your plan premium is easy and reliable when you enroll in Automatic Payments. Your plan premium is automatically deducted from your checking or savings account between the 8th and the 10th of each month. If you wish to sign up for Automatic Payments through your checking or savings account, please complete and return the enclosed form.

Sincerely,

Blue MedicareRx

Blue MedicareRx (PDP) is a Prescription Drug Plan with a Medicare Contract. Blue MedicareRx Value Plus (PDP) and Blue MedicareRx Premier (PDP) are two Medicare Prescription Drug Plans available to service residents of Connecticut, Massachusetts, Rhode Island, and Vermont.

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Anthem Blue Cross® and Blue Shield® of Connecticut, Blue Cross Blue Shield of Massachusetts, Blue Cross and Blue Shield of Rhode Island, and Blue Cross and Blue Shield of Vermont.

Anthem Insurance Companies, Inc., Blue Cross and Blue Shield of Massachusetts, Inc., Blue Cross & Blue Shield of Rhode Island, and Blue Cross and Blue Shield of Vermont are the legal entities which have contracted as a joint enterprise with the Centers for Medicare & Medicaid Services (CMS) and are the risk-bearing entities for Blue MedicareRx (PDP) plans. The joint enterprise is a Medicare-approved Part D Sponsor. Enrollment in Blue MedicareRx (PDP) depends on contract renewal.

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