[Insert date]

Dear Plan Member,

You recently mailed in a prescription order to CVS Caremark Mail Service Pharmacy™ in Wilkes-Barre, PA. This address is incorrect. We have forwarded your prescription order to the correct location for processing.

In the future, please mail all prescriptions to the address provided on your order form or delays in processing time may result. We have enclosed some order forms with the correct address for you to use in the future.

**Questions?**

Please call Customer Care at the number on your member ID card. Our automated phone system is available 24 hours a day, 7 days a week. If you need to speak to a representative and one is not available at the time you call, our hours of operation will be provided to you. You may use our automated phone system or call back during our hours of operation..

Sincerely,

CVS Caremark Mail Service Pharmacy

Enclosure