[Date]

[Plan Member Name]

[Address]

[City, State Zip]

Re: Reference number – [XXXXXXXXXXXXX]

Dear [Member Name],

Thank you for using CVS Caremark Mail Service Pharmacy™. We recently shipped a replacement prescription order after you let us know that you had not received your original order. By now you should have received the replacement, as well as a letter for you to sign and return if you had still not received your original order.

**We have not received the signed letter. Please note that this may affect our ability to send you future refills of this medication. We have charged your account for the cost of the replacement order as well as the cost of the original order you received.**

We apologize for the inconvenience. No further action from you is required.

**Questions?**

Please visit **Caremark.com** or call the Customer Care number on your member ID card.

Sincerely,

Your Customer Care Team

CVS Caremark