[Date]

[Plan Member Name]

[Address]

[City, State Zip]

Re: Reference number – [XXXXXXXXXXXXX]

Dear [Member Name],

You recently reported that you did not receive prescription medication that you ordered from CVS Caremark Mail Service Pharmacy™. A few weeks ago we sent you a replacement order for this lost medication. We apologize for any inconvenience caused by this issue.

Frequently, the original orders are received after a customer reports them missing. Sometimes shipping problems can cause a delay.If you have received the missing order, no further action is needed. You will be charged for the copay\* amount for both the original order and the replacement order.

**Please take the steps below if you have still have not received your original order. If you don’t return this letter, it may affect our ability to send you future refills of this medication:**

**1. Sign and date below.**

**By signing below, I confirm that I have not received the original shipment**.

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_\_

**2. Return this signed letter to P.O. Box 659456, San Antonio, TX 78265 using the enclosed postage-paid envelope.** By returning this letter, you are confirming that you never received your original order. We must receive this signed letter by [DATE - 20 days from date of letter]. **If we do not receive it by this date, you will be charged the copay amount for the replacement order.**

**Questions?**

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

Sincerely,

Your Customer Care Team

CVS Caremark

Enclosure