[MONTH DAY, YEAR]

[MEMBER NAME]   
[MEMBER ADDRESS]  
[MEMBER CITY, STATE ZIP]

Important: Please Read

**Your medication can no longer be filled through CVS Caremark Mail Service Pharmacy**

Dear [MEMBER FIRST NAME],

How you get your medication filled is changing

CVS Caremark® Mail Service Pharmacy will not carry certain medication(s) you are currently taking, because these medications require monitoring and dose changes for some patients that may be better managed through retail pharmacies.

This change applies to the following medications:

|  |  |
| --- | --- |
| Medication | Prescription number |
| [Drug name] | [Rx#] |
| [Drug name] | [Rx#] |
| [Drug name] | [Rx#] |

Here’s what you can do

Transfer your medication to an in-network retail pharmacy.

* If you are covered by a health plan, use your plan's website to find an in-network retail pharmacy near you.
* Contact the pharmacy to see if the medication is available. They can help you transfer your prescription.

OR

Talk to your doctor about options to help you manage your condition, including:

* Alternative therapies
* A new prescription for your current medication to be sent to an in-network retail pharmacy

Sincerely,

*— Your team at CVS Caremark Mail Service Pharmacy*

**-- PLACEHOLDER FOR SPANISH VERSION--**