

SilverScript Insurance Company

Empire Plan Medicare Rx

P.O. Box 30006, Pittsburgh, PA 15222-0330

<Date>

<<First Name>> <<Last Name>>

<<Address Line 1>>

<<Address Line 2>>

<<City>> << State>> << ZIP Code>>

**IMPORTANT DRUG RECALL INFORMATION**

Dear <<Patient Name>>:

Empire Plan Medicare Rx, your Medicare prescription drug plan sponsored by the New York State Health Insurance Program (NYSHIP) and administered by SilverScript® Insurance Company, is committed to your safety and to providing you with important news about your medications. As part of this commitment, we are sending information that may be valuable to you.

On November 18, 2024, Endo USA, Inc. issued a patient-level recall on Clonazepam Orally Disintegrating Tablets USP, 2 mg, 1 mg, 0.25 mg, and 0.125 mg. **This** **recall was issued because a customer complaint identified the potential that a limited number of distributed packs have the incorrect strength product cartons as a result of a packaging error at an Endo-contracted packager. Specifically, these Clonazepam Orally Disintegrating tablets may have been packaged in the incorrect carton strength.**

Our records show you may have filled a prescription for this medication recently at a network retail pharmacy. We’ve provided a list of the affected products at the end of this letter.

If the patient inadvertently took an incorrect higher dose rather than the intended, the potential adverse effects could include but not be limited to drowsiness, confusion, speech difficulty, lethargy, hypnotic state, diminished reflexes, loss of muscle control leading to lack of balance and coordination, and decreased muscle tone.

Consumers are being advised that they should seek medical attention if they experience any of the symptoms listed above or any other unusual or unexpected symptoms, or inadvertently took an incorrect dose rather than the intended dose.

If you received this product in the manufacturer’s package, please check the lot number to see if you have received the affected product. The lot number is on the back of the package. If your product is not from the lot number below, it is not affected by this recall. If your product is from an affected lot number or if you cannot find the lot number, please contact the pharmacy that filled your prescription for more information.

**Endo USA, Inc. is directing consumers to discontinue use of the recalled product. Please call your doctor right away for advice if you might be using the affected product, or if you do not know if you used the affected product.** Your doctor knows your medical history and can advise you on next steps. If you need a prescription for a different medication, please contact your doctor.

For more information, please call Endo USA, Inc. at 1-800-828-9393. You may also call the U.S. Food and Drug Administration at 1‑888‑INFO-FDA (1‑888-463-6332) or visit their Web site at fda.gov.

If you have questions about your prescription coverage, please call The Empire Plan toll free at 1‑877-7-NYSHIP (**1-877-769-7447**) and select option 4 for the Prescription Drug Program, 24 hours a day, 7 days a week. TTY users dial **711**.

Sincerely,

SilverScript Insurance Company

**This recall affects:**

|  |  |  |
| --- | --- | --- |
| **Product** | **NDC #** | **Lot # / Exp. Date** |
| Clonazepam Orally Disintegrating Tablets, USP (C-IV) 2mg | 49884-0310-02 | 550176501 exp. Feb 2027 550174101 exp. Jan 2027 550142801 exp. Aug 2026 550142901 exp. Aug 2026 550143001 exp. Aug 2026 550143101 exp. Aug 2026 550143201 exp. Aug 2026 550143301 exp. Aug 2026 550143401 exp. Aug 2026 550147201 exp. Aug 2026 550147401 exp. Aug 2026 550145201 exp. Aug 2026 550175901 exp. Feb 2027 550176001 exp. Feb 2027 550176201 exp. Feb 2027 550176601 exp. Feb 2027 |
| Clonazepam Orally Disintegrating Tablets, USP (C-IV) 1 mg | 49884-0309-02 |
| Clonazepam Orally Disintegrating Tablets, USP (C-IV) 0.25 mg | 49884-0307-02 |
| Clonazepam Orally Disintegrating Tablets, USP (C-IV) 0.125 mg | 49884-0306-02 |

The formulary and/or pharmacy network may change at any time. You will receive notice when necessary.

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