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SilverScript Insurance Company

Empire Plan Medicare Rx

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

<Date>

**Important Plan Information**

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

<<Address Line 1>>

<<Address Line 2>>

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

**IMPORTANT DRUG RECALL INFORMATION**

Dear <<First Name>> <<Last 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 important recall information that may be valuable to you.

On January 31, 2025, Alvogen, Inc. issued a recall on Fentanyl Transdermal System 25 mcg/h transdermal patches. **This** **recall was issued because, there is a potential that patches could be multi-stacked, adhered one on top of the other, in a single product pouch.**

**According to Alvogen, Inc., there is a possibility that the application of a multi-stacked 25 mcg/h patch could result in serious, life threatening, or fatal respiratory depression. Groups at potential increased risk could include first-time recipients of such patches, children, and the elderly. Alvogen, Inc. has advised that as of the date of recall, it has received one serious adverse event related to this recall.**

Our records show you may have filled a prescription for one of these medications recently at a network retail pharmacy.

A list of the affected products and lot numbers is provided at the end of this letter.

To see if you have the affected product, please check the lot number. The lot number is on the bottom of the manufacturer’s package and below the barcode and on the product’s pouch. If your product has a different lot number, it is not affected by this recall. If your product is from an affected lot number or if you cannot find the lot number, contact the pharmacy that filled your prescription for more information.

Alvogen, Inc. advises that since there is a potential for adverse health consequences associated with stopping the medication, you should immediately remove any patch currently in use and consult with your healthcare provider or physician. Please call your doctor right away for advice if you may be using an affected product, or if you do not know if you used an affected product. Your doctor knows your medical history and can tell you what to do next. If you need a prescription for a different medication, please contact your doctor.

Once you have received a new/replacement prescription, Alvogen, Inc. requests you return recalled product. You may call Inmar Intelligence at **877-560-8457** to request a Return Authorization (RA) kit to use for return shipment and to discuss any reimbursement questions.

For more information, please call Alvogen, Inc. Customer Complaints at **866-770-3024** Monday to Friday from 9:00 am to 5:00 pm EST. You may also email Alvogen, Inc. at alvogensmb@continuumindia.com. You may also call the U.S. Food and Drug Administration toll free at **1-888-INFO-FDA (1-888-463-6332)** or visit their website at www.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

List of Affected Products, NDCs and Affected Lots

|  |  |  |
| --- | --- | --- |
| **Product** | **NDC** | **Lot / Expiration Date** |
| Fentanyl Transdermal System 25 mcg/h transdermal patches Carton (5 pouches/carton) | 47781-424-47 | 108319 exp. 04/2027 |
| Fentanyl Transdermal System 25 mcg/h transdermal patches Pouch (1 patch/pouch) | 47781-424-11 | 108319 exp. 04/2027 |

Participating health care providers are independent contractors and are neither agents nor employees of SilverScript. The availability of any particular provider cannot be guaranteed, and provider network composition is subject to change.

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

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