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Description automatically generated

P.O. Box 30007, Pittsburgh, PA 15222-0330

<Member First Name> <Member Last Name>

<Mailing Address 1>

<Mailing Address 2>

<City> <State> <ZIP>

<DATE>

Dear <Member First Name> <Member Last Name>:

As of 01/01/2025, the following pharmacy will no longer participate in our SilverScript® Insurance Company pharmacy network.

<Pharmacy Name>, <Pharmacy Street Address>, <Pharmacy City>, <Pharmacy State>, <Pharmacy ZIP>

This pharmacy has ended or canceled its membership in the Plan’s network.

You must use a network pharmacy in order for the plan to cover your prescriptions. Usually if you fill a prescription at a pharmacy that is not part of the network, we won’t pay our share. There are limited times where your plan will pay for a medicine you get outside the network. See the “When can you use a pharmacy that is not in the plan’s network?” section of your *Evidence of Coverage* for more information on out-of-network pharmacies.

**We’re here to help you find a new participating pharmacy**

Because we provide a comprehensive national network of retail pharmacies, we can help you find another local pharmacy that can fill your medications. For the most complete and up-to-date listing of network pharmacies near you, visit **Caremark.com** and select the online pharmacy locator tool. Or just call us at **1-866-275-5253 (TTY: 711)**, 24 hours a day, 7 days a week. Don’t forget to transfer any prescription refills to the new pharmacy.

For your convenience, below are pharmacies near your home that are in our pharmacy network:

<Pharmacy Name\_01>, <Pharmacy Street Address\_01>, <Pharmacy City\_01>, <Pharmacy State\_01>, <Pharmacy ZIP\_01>, <Pharmacy Phone\_01>

<Pharmacy Name\_02>, <Pharmacy Street Address\_02>, <Pharmacy City\_02>, <Pharmacy State \_02>, <Pharmacy ZIP\_02>, <Pharmacy Phone\_02>

<Pharmacy Name\_03>, <Pharmacy Street Address\_03>, <Pharmacy City\_03>, <Pharmacy State \_03>, <Pharmacy ZIP\_03>, <Pharmacy Phone\_03>

If your pharmacy is a long-term care (LTC) pharmacy, we can work from our list of LTC pharmacies to help you find a new one. It’s important to know that your LTC facility may need to change the pharmacy they are using to fill your medication orders. Please consult your *Pharmacy Directory* or call us if you would like assistance.

**You can also get your prescriptions through the mail**

You could save time and money by getting your maintenance medications with our mail service benefit. Using the plan’s mail service pharmacy lets you get your medications delivered right to you. Call us at the toll-free number below for information on how to get started.

**Please contact us if you have any questions**

If you want a *Pharmacy Directory* mailed to you or if you need help finding a network pharmacy, please call **1-866-275-5253 (TTY: 711)**, 24 hours a day, 7 days a week. Or you can visit **Caremark.com** and select the pharmacy locator to access our online directory.

The pharmacy network may change at any time. You will receive notice when necessary.

For mail-order, you can get prescription drugs shipped to your home through the network mail-order delivery program. Typically, mail-order drugs arrive within 10 days. You can call **1-866-275-5253 (TTY: 711)**, 24 hours a day, 7 days a week, if you do not receive your mail-order drugs within this timeframe. Members may have the option to sign-up for automated mail-order delivery.

See Evidence of Coverage for a complete description of plan benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by service area.

Other pharmacies are available in our network.

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.

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