

[ReturnPriorityAddress2], [ReturnPriorityCity], [ReturnPriorityState] [ReturnPriorityZip]

<DATE>

<First Name> <Last Name>  
<Address 1>

<Address 2>

<City>, <State> <Zip>

Dear <First Name> <Last Name>:

The Centers for Medicare & Medicaid Services (CMS), the federal agency that runs the Medicare program, has approved our request to disenroll you from our SilverScript Medicare Part D prescription drug plan due to disruptive behavior. CMS has confirmed that we have followed the proper CMS guidelines for disenrollment due to disruptive behavior.

Your coverage under our plan terminates as of <DATE>.

Medicare limits when you can make changes to your coverage. **From <October 15 through December 7> each year**, you can enroll in a new Medicare Prescription Drug Plan or Medicare health plan for the following year. You may not enroll in a new plan during other times of the year unless you meet certain special exceptions, such as you move out of SilverScript’s service area, want to join a plan in your area with a 5-star rating, or you qualify for extra help with your prescription drug costs. For information about the Medicare Plans available in your area, call Medicare at 1-800-MEDICARE (1-800-633-4227), 24 hours per day, 7 days per week. TTY users should call 1-877-486-2048.

**This letter only pertains to your Medicare Prescription Drug Plan benefits. Your other Medicare benefits are not affected by your disenrollment from SilverScript.**

You have a right to request a hearing pursuant to the plan grievance procedures. You may call our toll-free Customer Care Grievance Line at 1-866-884-9478, 24 hours a day, 7 days a week to find out about those procedures. TTY users should call 711. You may also consult our website at [www.aetnamedicare.com](http://www.silverscript.com) or the Evidence of Coverage.

Sincerely,

SilverScript® Insurance Company

Your privacy is important to us. SilverScript employees are trained regarding the appropriate way to handle your private health information.

ATENCIÓN: Si usted habla español, tenemos servicios de asistencia lingüística disponibles para usted sin costo alguno. Llame al 1-866-235-5660 (TTY: 711).

SilverScript is a Prescription Drug Plan with a Medicare contract offered by SilverScript Insurance Company. Enrollment in SilverScript depends on contract renewal.