

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

<DATE>

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

<Address 2>

<City>, <State> <Zip>

Dear <First Name> <Last Name>:

On <DATE>, we issued you an advance notice of involuntary disenrollment from your SilverScript Medicare Part D prescription drug plan. In that notice, we respectfully asked that you cease all disruptive <ACTIONS/ BEHAVIORS/ STATEMENTS/ THREATS> in hope that this issue could be resolved amicably. Unfortunately, you have continued these <ACTIONS/ BEHAVIORS/ STATEMENTS/ THREATS> as documented below:

<INSERT SUMMARY OF EVENTS HERE>

Our next step is to request authorization from The Centers for Medicare & Medicaid Services (CMS), the federal agency that runs the Medicare program, to disenroll you from our plan. If CMS approves our request, we will inform you of the date that your enrollment in our program ends.

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

You may file a verbal or written grievance regarding this issue. To file a verbal grievance, you may call our toll-free Customer Care Grievance Line at 1-866-884-9478, 24 hours a day, 7 days a week; TTY users should call 711. Written grievances should be sent to Aetna Medicare Grievances, PO Box 14067, Lexington, KY 40512. You will need to provide any information or explanation that you have in support of your position regarding this matter.

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.