



<Date>

<First Name> <Last Name>

<Address 1>

<Address 2>

<City>, <State> <ZIP>

## Your Pharmacy Network Is Changing

Dear <First Name> <Last Name>:

Our records show you recently filled a prescription at <Pharmacy Name>. **On <Date>, <Pharmacy Name> will no longer be in your plan's pharmacy network.** This means you will pay a higher cost for prescription drugs covered by your plan if you continue to use this pharmacy.

### How to Find Another Pharmacy

Rest assured, there are many pharmacies in your network and finding another pharmacy is simple. Here are three pharmacies close to your home address.

<Pharmacy Name 1>	<Pharmacy Name 2>	<Pharmacy Name 3>
<First Address>	<First Address>	<First Address>
<Second Address>	<Second Address>	<Second Address>
<City, State, Zip>	<City, State, Zip>	<City, State, Zip>
<Phone>	<Phone>	<Phone>

You can also find a new pharmacy by:

- Visiting the Express Scripts website and clicking **Find a Pharmacy** under **Prescriptions**.
  - Medical Mutual members should first log in to My Health Plan at [MedMutual.com/member](http://MedMutual.com/member), then click **Prescription Drug Benefits** under the **Benefits & Coverage** tab. On the **Prescription Drug Benefits** page, follow the instructions to sign on to the Express Scripts website.
  - Mutual Health Services members should log in at [express-scripts.com](http://express-scripts.com).
- Calling a local pharmacy and asking if it is part of your plan's pharmacy network.

Please note: If your prescription is for a specialty medication, your plan may require you to fill it through one of two specialty pharmacies: Accredo, an Express Scripts specialty pharmacy, or Gentry Health Services (owned by Discount Drug Mart).

### How to Transfer Prescriptions

Once you have found a new pharmacy, here are easy options to transfer your prescriptions:

- Take your prescription container to your new pharmacy. They will contact your old pharmacy to transfer your prescription.
- Call your new pharmacy and ask them to contact your old pharmacy.
- Ask your doctor or health provider to call your new pharmacy with your prescription information.

(Over, please)

If you need to transfer a specialty prescription to Accredo or Gentry:

1. Call the specialty pharmacy and mention you need a prescription transferred to them:
  - Accredo: 855.230.7779
  - Gentry: 844.443.6879

Please note: You can continue to fill prescriptions for transplant drugs and those used to treat deep vein thrombosis and HIV at a network retail pharmacy, or you can transfer your prescription to Accredo or Gentry to receive the advantages offered by specialty pharmacies.

2. The pharmacy will contact your doctor or health provider to get the new prescription.
3. A pharmacy representative will call you to arrange a time to deliver your medication and complete a medication therapy review. At this time, you can discuss your side effects or ask questions about the medicine.

If you have any questions about this change, please call us at the Rx Information number on your member ID card. We value your membership and look forward to serving your prescription needs.

Sincerely,



Susan E. Anselmi  
Registered Pharmacist  
Express Scripts

**Express Scripts administers your prescription plan for your employer, plan sponsor or health plan.**