



<Date1>

<Addressee>

<Street Address>

<City, State ZIP+4>

Important Plan Information

Introducing your new home delivery pharmacy

We're excited to share with you the benefits of our combined company, CVS Health and Aetna. In the coming months, the home delivery pharmacy will transition from Aetna Rx Home Delivery[®] to CVS Caremark[®] Mail Service Pharmacy.

Rest assured, you can expect the same great service you've always received.

What will stay the same

- The Member Services number on your benefit ID card will not change
- The prescription number, available refills and credit card(s) associated with your account will remain on file. If you wish to remove the credit card(s) on file at this time, simply call the number listed on your member ID card by <DATE2>.

Some changes you may notice

- The logo on the prescription bottle label will now be CVS Caremark
- Any notices or letters accompanying mail order(s) will change to CVS Caremark
- Billing statements will be sent from CVS Caremark

When it's time to refill

Simply refill as you normally would. **There is no change to the way you refill your medicine.**

We're here to help

If you have questions, visit the home delivery pharmacy section of your secure member website or call the number listed on your member ID card.

CVS Caremark Mail Service Pharmacy and Aetna are part of the CVS Health family of companies. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. Aetna Pharmacy Management administers, but does not offer, insure or otherwise underwrite the prescription drug benefit portion of your health plan and has no financial responsibility therefor. Aetna Pharmacy Management refers to an internal business unit of Aetna Health Management, LLC.

Aetna Medicare is a PDP, HMO, PPO plan with a Medicare contract. Our SNPs also have contracts with State Medicaid programs. Enrollment in our plans depends on contract renewal. 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.

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