«TargetFirstName» «TargetLastName» «TargetSuffix» «Date»

«TargetAddress1»

«TargetAddress2»

«TargetCity», «TargetState» «TargetZIP»

Dear «TargetPrefix» «TargetFirstName» «TargetLastName»:

Thank you for being a member of a Highmark Medicare Advantage Prescription Drug Plan. We are happy to inform you that you are eligible to have your medications reviewed by a pharmacist at no cost to you.

The medication review will be conducted over the phone with a pharmacist. The goal of the review is to help you understand your medications. Knowing why you take each of your prescription, over-the-counter (OTC), and supplement medications — and understanding how they may interact with each other —helps you get the most from your medications. A medication review can help you better understand any side effects that may be related to your medications and how to manage them. If you are interested, the review can also help you identify: cost savings opportunities through safe and effective prescription alternatives; or any medications that can be discontinued by your doctor if they are no longer needed.

It is very important to remember that we will never ask you to make any changes to your medications without talking with your doctor first. This review and our recommendations are a good way to start the conversation with your doctor to determine if the recommendations are appropriate for you and your therapy. We encourage you to share the information from your medication review with your doctor so that they have the most up to date information when it comes to your medications.

A healthcare representative from your doctor’s office will be contacting you to complete this review with a pharmacist. If you have any questions about this service please contact Highmark at 1-888-328-2535, Monday through Friday, between 8:00 am and 6:00 pm Eastern time. Hearing-impaired TTY users call 711.

Sincerely,



Thomas James, MD

Senior Medical Director, Highmark Clinical Services

Enclosure: Nondiscrimination Disclaimer and languages

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