



February 14, 2020

James Smith
1234 Any Street
Townville, IN 12345

Dear James Smith,

In the last 6 months, you received your prescription drugs(s) at Smith Pharmacy at 1234 Sample Ave, Townville, IN 12345. This pharmacy is no longer in your network.

If you use this pharmacy after January 1, 2021, your drugs will not be covered. This means you will have to pay the full cost. Starting January 1, 2021, you will need to change to a new pharmacy to use your prescription drug benefits.

Here are three that are close to your home. To find more, visit anthem.com.

CVS, 123 Sample Blvd., Townville, IN 12345
Kroger Pharmacy, 123 Example Blvd., Townville, IN 12345
Walmart Pharmacy, 1234 Walmart Address St., Townville, IN 12345

If you use one of these pharmacies, or one you find at anthem.com, you will be able to use your benefits.

What to do next:

First, pick a new pharmacy. Then do one of these two things:

- Call or visit the new pharmacy and ask the pharmacist to contact your old one. Have the bottle your drug came in with you.
- Ask your doctor to send a new prescription.

If you have any questions, visit anthem.com or call Member Services at 1-800-555-5555.

Sincerely,

Anthem Blue Cross and Blue Shield