

<PLANLOGO>

<RETURN_MAIL_ADDRESS>
<RETURN_MAIL_CITY>, <RETURN_MAIL_STATE>
<RETURN_MAIL_ZIP>
[Important <PLANNAME> information]

<MAIL_DATE>

<NAMEFIRST> <NAMELAST>
<RECIPIENTADDRESS>
<RECIPIENTADDRESS2>
<RECIPIENTCITY> <RECIPIENTSTATE> <ZIP>
[Health and wellness or prevention information]

Don't wait. Schedule your medication review today.



Call us at
<CMRPHONENUMBER>
(TTY: <TTY>),

<CMRHOURSOFOPERATION>

PLEASE REVIEW: IMPORTANT PLAN INFORMATION

Dear <NAMEFIRST> <NAMELAST>,

Thank you for trusting <PLANNAME> [(<PLANTYPE>)] with your health care needs. As part of your plan, you are enrolled in Medication Therapy Management. You can receive a comprehensive medication review through this program. **There is no extra cost to you for this service.**

1 How this service works

- **Meet** with a health care provider to review your medications. This review includes all your prescription and over-the-counter medications, vitamins, and supplements.
- **Talk** about how best to take your medications. You can ask any questions you have.
- **Get** a written summary of the review. You will also receive an up-to-date medication list. You can share this with your health care providers, family members, and/or caregivers.

2 Scheduling a review is simple

You may receive a call to set up your review. If you have not received a call, [you can schedule this service with <PHARMACYNAME> located at <PHARMACYADDRESS> by calling <PHARMACYPHONE>. Or,] you can complete this review by calling <CMRPHONENUMBER> (TTY: <TTY>), <CMRHOURSOFOPERATION>. If someone helps you with your medications, you can both talk with the health care provider. <END_OF_YEAR_STATEMENT>

? Questions? Give us a call

We're always here to help you on your path to better health. Call us at <CUSTOMERCAREPHONENUMBER> (TTY: <TTY>), <CUSTOMERCAREHOURSOFOPERATION> if you have any questions or do not want to take part in this program. You can also ask for this information in a different language.

Sincerely,

<PLANNAME>

<2023> MTM WELCOME LETTER
Y0001_NR_30353_2023_C
106-55783A 092921

[Your privacy is important to us. All <PLANNAME> employees have training on how to handle your private health information.]

Your Medication is for YOU: Tips for Safe Medication Disposal

Medications that are safe for you can harm someone else. Unneeded medications should be disposed of as soon as possible. You can discard unneeded medications through a local safe disposal program or at home for some medications.



Finding a drug disposal site near you

A drug take back site is the best way to safely dispose of medications. Two take back sites near you are:

<TAKEBACKSITE1BUSNAME>
<TAKEBACKSITE1ADDRESS1>
<TAKEBACKSITE1ADDRESS2>
<TAKEBACKSITE1CITY>,
<TAKEBACKSITE1STATE>,
<TAKEBACKSITE1ZIP>

<TAKEBACKSITE2BUSNAME>
<TAKEBACKSITE2ADDRESS1>
<TAKEBACKSITE2ADDRESS2>
<TAKEBACKSITE2CITY>,
<TAKEBACKSITE2STATE>,
<TAKEBACKSITE2ZIP>

To find other drug take back sites,
visit the website [or scan the code] [<DEADISPOSAL QR CODE>]
to enter your location:

<DEADISPOSALWEBSITE>

Some pharmacies and police stations offer on-site drop-off boxes, mail-back programs, and other ways for safe disposal. Call your pharmacy or local police department (non-emergency number) for disposal options near you.



Mailing medications to drug disposal sites

Medications may be mailed to authorized
sites using approved packages. Information [<DEATAKEBACK QR CODE>]
on mail back sites can be found by visiting
the website [or scanning the code]:

<DEATAKEBACKWEBSITE>



Safe at-home medication disposal

You can safely dispose of many medications
through the trash or by flushing them down
the toilet. Please visit the following website [<HHSMEDDISPOSAL QR CODE>]
[or scan the code] **first** to learn what
medications are safe to dispose of at home:

<HHSMEDDISPOSALWEBSITE>

Steps for medication disposal in the trash:

- Remove medication labels to protect your information
- Mix medications with undesirable substances, such as dirt or used coffee grounds
- Place mixture in a sealed container, like an empty margarine tub

Other Pharmacies are available in our network. The formulary, provider and/or pharmacy network may change at any time. You will receive notice when necessary. 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. This material is for informational purposes only and is not medical advice. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Contact a health care professional with any questions or concerns about specific health care needs. Providers are independent contractors and are not agents of Aetna. Provider participation may change without notice. Aetna is not a provider of health care services and, therefore, cannot guarantee any results or outcomes. The availability of any particular provider cannot be guaranteed and is subject to change. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to our website.

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