[*Instructions: Any FIDA plan that seeks a prescription transfer must use this model notice to request permission from a Participant to fill his/her prescription[s] at a different network pharmacy than the one the Participant is currently using. The FIDA plan may attach a written permission form to this letter for the Participant to fill out. The Participant may provide permission by either calling the plan or pharmacy or mailing/faxing the permission form. The model notice should only be used when the transfer of the prescription is not initiated by the Participant (or someone on his or her behalf). Unsolicited phone calls made by the pharmacy or FIDA plan seeking permission from Participants to transfer prescriptions are not permitted.*

*Plans are subject to the notice requirements under Section 1557 of the Affordable Care Act. For more information, refer to* [*https://www.hhs.gov/civil-rights/for-individuals/section-1557*](https://www.hhs.gov/civil-rights/for-individuals/section-1557)*.*]

<DATE>

<PARTICIPANT NAME>

<ADDRESS>

<CITY, STATE ZIP>

Dear <PARTICIPANT NAME>:

<Plan Name> has determined that the following medication[s] you are currently taking could be purchased through another [*insert one:* specialty, retail, *or* mail-order pharmacy].

<medication1><dosage>

<medication2><dosage>

<medication3><dosage>

[*Provide an explanation of the benefits realized by the Participant if he/she decides to transfer his/her prescription(s) to the different pharmacy.*]

If you want to continue to purchase your medications from your current pharmacy, you do not need to respond to this letter. Purchasing your medication from your current pharmacy will not affect your current coverage.

With your permission, we are able to fill your prescription[s] at <insert name of pharmacy>. We cannot change the way you fill your prescription[s] so that you can do so at this pharmacy until we have received permission from you. You may call your Care Manager to start the process of making this change.

If you want more information regarding how to transfer prescriptions, please call your Care Manager. You can also call Participant Services at <toll-free phone number>. TTY users should call <TTY/TDD numbers>. We are available from <hours of operations>.

Sincerely,

<Plan Representative>

[*Plans must include all applicable disclaimers as required in the Medicare Communications and Marketing Guidelines and State-specific Marketing Guidance.*]

You can get this document for free in other formats, such as large print, braille, or audio. Call <toll-free phone and TTY/TDD numbers>, <days and hours of operation>. The call is free.