



## Important reminders and other information

**Check** that your doctor has prescribed the maximum days' supply allowed by your plan, plus refills for up to 1 year, if appropriate (not the typical 30-day supply, plus refills).

**Complete** the Member/Doctor information section.

**Be sure** you have filled out the Health, Allergy & Medication Questionnaire.

### Unpaid balances

If your plan limits the balance that you can carry on your account and you exceed that limit with this order, payment must be included.

### Generic substitution

Texas, Florida, and Ohio laws allow a generic equivalent drug to be substituted for certain brand-name drugs unless you or your physician specifically directs otherwise. Ask your doctor or pharmacist whether safe, effective, and less expensive generic drugs are right for you. Or call Medco at the number on your Member ID card and ask to speak with a pharmacist. Pharmacists are available 24 hours a day, 7 days a week, to answer questions concerning your prescription.

Pennsylvania and Texas laws permit pharmacists to substitute a less expensive generic equivalent for a brand-name drug unless you or your doctor directs otherwise. **Check the box if you do not wish a less expensive brand or generic drug.** Please note that this applies only to new prescriptions and to refills of that prescription.

**If you need additional information or assistance,** call Medco Customer Service at **1-866-544-2986**, 24 hours a day, 7 days a week (except Thanksgiving and Christmas). TTY/TDD users should call **1-800-716-3231**.

Please return in the enclosed postage-paid envelope or return to the address provided.

**Do not use staples or paper clips.**

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MEDCO HEALTH SOLUTIONS OF FORT WORTH, L.L.C.  
PO BOX 650322  
DALLAS TX 75265-9946



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