



MEMBER / PATIENT OUTREACH

Your medications deserve a complete review - not just another refill

Dear Member,

Your health plan has made My Clinical Rx available to help you get the most benefit from your medications. Our pharmacists look at your medication therapy as a whole - not one prescription at a time - to identify ways treatment may be safer, easier to manage, more effective and, when possible, more affordable.

If we contact you, it does not necessarily mean something is wrong. It means there may be value in having a pharmacist review your medications with you and help answer questions about how they fit together.

We listen

Tell us what you take, what is working, side effects, cost concerns and barriers that make medications hard to use.

We review

Look for interactions, duplicate therapy, missed doses, dosing concerns and possible lower-cost or easier-to-use options.

We coordinate

When a change should be considered, help communicate the issue to your prescriber. You and your clinician remain in control.

How this may help you

- **Understand your medications:** know why you take each one and what to expect.
- **Improve safety:** identify possible interactions, duplication, side effects or dosing concerns.
- **Improve results:** address missed doses and make sure treatment supports your health goals.
- **Find potential savings:** consider generic, formulary, 90-day supply or other lower-cost options when appropriate.
- **Reduce avoidable care:** better medication management may help prevent complications that lead to urgent care, emergency visits or hospitalization.

Why your participation matters

Claims data can show what was filled, but it cannot tell us everything. You can tell the pharmacist what you are actually taking, what you stopped, what causes side effects, what you can afford and what makes your treatment difficult. That information helps uncover medication problems and opportunities that may otherwise be missed.

Better medication use can improve your health and may lower what you spend on medications or avoidable care. When members avoid unnecessary medication costs and preventable medical care, it can also help the health plan manage overall benefit costs.

If My Clinical Rx contacts you, please respond and schedule your medication review. Have your prescriptions, over-the-counter medicines, vitamins and supplements available, along with any health or cost questions you want to discuss.

Important: Do not stop, start or change a prescription based solely on this letter. My Clinical Rx works with you and your health care team; medication changes should be discussed with the appropriate prescriber.