



# LETTER TO PHYSICIAN

## For Your Doctor

Take a copy of this letter to your or your covered dependent's next doctor's visit. It will help inform your doctor about your medical coverage and programs available to you. It will also help ensure that your insurance is billed correctly.

### To My Doctor and Billing Staff:

I participate in a medical plan through my employer, RRD. For the best outcome for me — and prompt, maximum reimbursement to you — please note the following:

**In-network preventive care office visits are 100% covered by my medical plan, so please code office services accordingly.**

### Questions?

BCBSIL:  
**1-800-537-9765**

### Prescription drugs will be more affordable for me if you remember the following:

- Generic medicines are the most cost-efficient under my plan. Please let me know if there is a generic option for any brand-name drugs I am currently taking or you are prescribing to me today.
- I am required to use CVS Caremark's Maintenance Choice Program to fill maintenance medication prescriptions.
- I am enrolled in PrudentRx, which means I pay \$0 at CVS Specialty Pharmacy for covered specialty medications in the following therapy classes: hepatitis C, autoimmune, oncology and multiple sclerosis.
- I can use Rx Savings Solutions to find lower-cost medications. If I choose to take advantage of a lower-cost alternative, Rx Savings Solutions will notify you of the alternative and ask you to authorize the new prescription.

CVS Caremark:  
**1-866-273-8402**

PrudentRx:  
**1-800-578-4403**  
**prudentrx.com/**  
**prudentes/**

Rx Savings Solutions:  
**1-800-268-4476**

**I have access to programs to help me manage chronic health conditions.** Let's talk about whether I could benefit from any of these:

- Condition management programs for asthma, diabetes, coronary artery disease, congestive heart failure, etc., through my medical vendor.
- Transform Diabetes Care from CVS Health or Twin Health to manage or reverse diabetes.
- Hypertension Management by Teladoc Health, which provides a blood pressure cuff and FDA-approved touchscreen meter, personalized reports and health coaching, and access to a mobile app to view and track my readings.
- Hinge Health, a digital program that provides personalized exercise therapy to help reduce chronic back, hip or knee pain.
- AccessHope, a cancer care program that partners with National Cancer Institute-designated Comprehensive Cancer Centers to deliver renowned cancer expertise.

BCBSIL:  
**1-800-537-9765**

Transform Diabetes Care:  
**1-800-348-5238**

Twin Health:  
**partner.twinhealth.com/**  
**rr-donnelley**

Teladoc Health:  
**1-800-945-4355**

Hinge Health:  
**1-800-537-9765**

AccessHope:  
**1-800-537-9765**

**RRD's Employee Assistance Program (EAP) through SupportLinc can help me deal with life's challenges.** Experienced, licensed counselors are available 24/7 to provide guidance and support, and there are programs and resources to help me quit tobacco, eat right, get fit and more.

SupportLinc:  
**1-888-881-5462**

**Please place a copy of this letter in my patient file.**

Thank you.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date



**RRD BENEFITS**  
HEALTH | WEALTH | LIFE