

<Date>

[PLAN MEMBER FULL NAME]
[STREET ADDRESS]
[CITY, STATE ZIP]

Dear [PLAN MEMBER FIRST NAME],:

Our records show that you use diabetic testing supplies. To make sure you have the best products, we compared different blood glucose meters and test strips. We are pleased to tell you that **starting January 1, 2020**, Elderplan will use Abbott Diabetes Care and Ascensia Diabetes Care for your testing supplies.

Blood glucose meters and monitors covered by your plan will include the Abbott FreeStyle and Precision meters and the Ascensia CONTOUR meters and BREEZE2 monitor, as noted below. **No other products will be covered after January 1, 2020.**

Elderplan will replace your current blood glucose meter at no cost.

Please share this letter with your local pharmacist and your prescriber to ensure you receive your new meter and testing supplies.

Abbott Diabetes Care	
Test Strips	Blood Glucose Meters
FreeStyle InsuLinx Test Strips- 50 ct	FreeStyle InsuLinx Meter
FreeStyle InsuLinx Test Strips- 100 ct	FreeStyle Lite Meter
FreeStyle Lite Test Strips- 50 ct	FreeStyle Freedom Lite Meter
FreeStyle Lite Test Strips- 100 ct	Precision Xtra Meter
Precision Xtra Test Strips- 50 ct	FreeStyle Precision Neo Meter
Precision Xtra Test Strips- 100 ct	
Precision Xtra Beta Ketone Test Strips- 10 ct	
FreeStyle Test Strips- 50 ct	
FreeStyle Test Strips-100 ct	
FreeStyle Precision Neo- 50 ct	

Ascensia Diabetes Care	
Test Strips	Blood Glucose Meters/Monitors
CONTOUR®NEXT Blood Glucose Test Strips 50 ea	CONTOUR®NEXT ONE

CONTOUR®NEXT Blood Glucose Test Strips 100 ea	CONTOUR®NEXT
CONTOUR®Blood Glucose Test Strips 25 ea	CONTOUR®NEXT EZ
CONTOUR®Blood Glucose Test Strips 50 ea	CONTOUR®NEXT USB
CONTOUR®Blood Glucose Test Strips 100 ea	CONTOUR®Blood Glucose
BREEZE®2 Blood Glucose Test Strips 50 ea	CONTOUR®USB
BREEZE®2 Blood Glucose Test Strips 100 ea	BREEZE®2

What do you need to do next?

1. To get a new **FREE** Abbott Freestyle or Precision meter:

- Call **1-866-224-8892** (refer to offer code **8WXGP8MB**)
- Order online at www.choosefreestyle.com (refer to offer code **8WXGP8MB**)

To get a new **FREE** Ascensia CONTOUR meter or BREEZE 2 monitor:

- Call **1-800-401-8440** (refer to offer code **BDC-CHL**)
- Order online at <https://contournextfreemeter.com/Meter.aspx> (refer to offer code **BDC-CHL**)

2. Keep using the test strips you have now with your current meter until you run out. Your pharmacist will refill your test strips with those that work with your new meter or monitor. When you no longer have any refills, ask your doctor for a new test strip prescription that works with your new meter.
3. To get your test strips, starting January 1, 2020, go to your pharmacy and ask for the new test strips that work with your new meter.

For questions please call CVS Caremark Customer CARE at 866-490-2102 **(TTY 711)**.

Sincerely,

Elderplan

Elderplan, Inc.
Notice of Nondiscrimination – Discrimination is Against the Law

Elderplan/HomeFirst complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Elderplan, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Elderplan/HomeFirst.:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator. If you believe that Elderplan/HomeFirst has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with:

Civil Rights Coordinator
6323 7th Ave
Brooklyn, NY, 11220
Phone: 1-877-326-9978, TTY 711
Fax: 1-718-759-3643

You may file a grievance in person or by mail, phone, or fax. If you need help filing a grievance, Civil Rights Coordinator, is available to help you.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW, Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

ATTENTION: If you speak a non-English language or require assistance in ASL, language assistance services, free of charge, are available to you. Call 1-800-353-3765 (TTY: 711).

(Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-353-3765 (TTY: 711).

(Chinese) 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-353-3765 (TTY: 711)。

(Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-353-3765 (телетайп: 711).

(French Creole) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-353-3765 (TTY: 711).

(Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-353-3765 (TTY: 711)번으로 전화해 주십시오.

(Italian) ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-353-3765 (TTY: 711).

(Yiddish) אויפֿמערקזאַם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל.
רופֿט
1-800-353-3765 (TTY: 711)

(Bengali) লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-800-353-3765 (TTY: 711)।

(Polish) UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-353-3765 (TTY: 711).

(Arabic) ملحوظة: إذا كنت تتحدث لغة غير الإنجليزية أو تحتاج إلى مساعدة في ASL، فإن خدمات المساعدة اللغوية تتوافر لك مجاناً. اتصل برقم 1-800-353-3765 (TTY: 711).

(French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-353-3765 (ATS: 711).

(Urdu) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-800-353-3765 (TTY: 711)

(Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-353-3765 (TTY: 711).

(Greek) ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-353-3765 (TTY: 711).

(Albanian) KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-800-353-3765 (TTY: 711).