

Outbound Calling Verbiage

| Outbound Call Type | Verbiage |
|---------------------------------------|---|
| Callback Greeting | Hello. Pharmacy Name is calling with an important message. |
| | Go to MESSAGE based on Job/Call Type |
| MESSAGE - Coverage | We are unable to process your order. There may be an issue with the insurance coverage. To confirm your insurance information... |
| | Go to CONTACT US - XXX |
| MESSAGE - Declining | We are unable to process your order due to an issue with your method of payment. To confirm your payment information... |
| | Go to CONTACT US - XXX |
| MESSAGE - Dr Call | There is a delay in processing one or more items in your order. More information is needed from the prescriber. For additional details... |
| | Go to CONTACT US – XXX |
| MESSAGE - High Cost | One or more items in your order have a cost greater than High Dollar Amount. To confirm the dollar amount and shipment... |
| | Go to CONTACT US - XXX |
| MESSAGE - No Payment | We are unable to process your order. No method of payment is indicated. To provide your payment information... |
| | Go to CONTACT US - XXX |
| MESSAGE - Ship Next Day | Your order has been shipped and will arrive on the next business day. You can track the order from our website, Website Address |
| | IF this is a person go to REPEAT . OTHERWISE go to GOODBYE . |
| MESSAGE – Ship Ground | Your order has been shipped. You can track the order from our website, Website Address |
| | IF this is a person go to REPEAT . OTHERWISE go to GOODBYE |
| MESSAGE - 3rd party | We are unable to process one or more items in your order due to an |

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| | issue with the insurance. For more information about your order... |
| | Go to CONTACT US - XXX |
| MESSAGE - Multiple Issues | We are unable to process your order for multiple reasons. For more information about your order... |
| | Go to CONTACT US - XXX |
| MESSAGE – Denied Refill | We are unable to process one or more items in your order because the provider denied your request. For more details, contact the provider or... |
| | Go to CONTACT US - XXX |
| MESSAGE – PA Required | We are unable to process your order because additional paperwork is needed from the prescriber. We have initiated the prior authorization process on your behalf. Allow at least 3 additional business days to complete the process. For more information... |
| | Go to CONTACT US - XXX |
| MESSAGE – PA Denied | One or more items in your order will not be shipped. The prior authorization was denied by the insurance carrier. For more information... |
| | Go to CONTACT US - XXX |
| MESSAGE – Back Order | One or more of your prescriptions is currently unavailable and may require additional action from you. For more information... |
| | Go to CONTACT US - XXX |
| MESSAGE – Auto sub | An item in your order is not available from the manufacturer at this time. An equivalent product has been substituted and sent to you. It will arrive within the next day or two. For more information... |
| | Go to CONTACT US - XXX |
| MESSAGE – Profile Order | One or more orders have been received from your physician and will be placed on hold until you request the shipment. A method of payment is needed. To start the order, visit Website Address or... |
| | Go to CONTACT US - XXX |
| MESSAGE – Transfer | We are unable to process your transfer request. Additional information is needed. To provide this information... |
| | Go to CONTACT US - XXX |

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| MESSAGE – PA Delay | There is a delay in processing your prior authorization request. Information is needed from your prescribing physician. For more information... |
| | Go to CONTACT US - XXX |
| MESSAGE – ISSUE | Your mail order prescription cannot be processed at this time due to an issue. For more information... |
| | Go to CONTACT US - XXX |
| MESSAGE – OTC | Your requested prescription is available over the counter and cannot be filled at Pharmacy Name. |
| | Go to CONTACT US - XXX |
| MESSAGE-SPCMED | Our records indicate a member of your household is due for a refill on a specialty item. You can place your order from our website, Website Address. Should there be any questions or issues... |
| | Go to CONTACT US - XXX |
| CONTACT US - XXX | ...please contact a Member Service representative at (XXX) XXX-XXXX. |
| | Go To HOURS |
| HOURS | [for example:] We are open Monday thru Friday from 8am until 6pm. |
| | IF this is a person go to REPEAT . OTHERWISE go to GOODBYE . |
| REPEAT | To repeat this message press 1. |
| | IF person presses 1, go to MESSAGE . |
| GOODBYE | Thank you for choosing Facility Name. Good-bye. |
| | Hang up / End of call |

If the outbound call is received by an answering machine/voice mail, the message will play three times.

Text Messages (160 Character Max)

SMS Text Requires RxAlt: to precede message and Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply

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| MESSAGE - Coverage | RxAlt:PHARMACY NAME can't fill RX due to insurance.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Declining | RxAlt:PHARMACY NAME can't fill order due to pay info.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Dr Call | RxAlt:PHARMACY NAME RX delay.Info needed from Dr.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - High Cost | RxAlt:PHARMACY NAME Rx cost more than HIGH DOLLAR AMOUNT.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - No Payment | RxAlt:PHARMACY NAME can't fill order b/c no pay info.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Ship Ground | RxAlt:PHARMACY NAME order has shipped.Track at WEBSITEADDRESS. Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Ship Next Day | RxAlt:PHARMACY NAME RX will arrive tom.Track at WEBSITEADDRESS. Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - 3rd Party | RxAlt:PHARMACY NAME can't fill RX due to insurance.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Multiple Issues | RxAlt:PHARMACY NAME can't process your order.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |

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| Message - Denied Refill | RxAlt:PHARMACY NAME can't fill. Dr denied refill.Call Dr or PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - PA Required | RxAlt:PHARMACY NAME Prior auth req. Add 2 bus days.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - PA Denied | RxAlt:PHARMACY NAME can't ship.Auth was denied by ins.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message – Back Order | RxAlt:PHARMACY NAME item is unavailable.Action required.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS. Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Auto Substitution | RxAlt:PHARMACY NAME product unavailable.Equivalent sent.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Profile | RxAlt: PHARMACY NAME rec'vd Rx. WEBSITEADDRESS. Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Transfer | RxAlt:PHARMACY NAME can't process transfer.Info needed.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - PA Delay | RxAlt:PHARMACY NAME delay w/prior auth.Need Info from Dr.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Issue | RxAlt: PHARMACY NAME can't process your order.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |

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| Message - OTC | RxAlt: PHARMACY NAME can't process order.Available w/o RX.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |
| Message - Specialty RX | RxAlt: PHARMACY NAME Specialty RX refill due.Call PHONE NUMBER BUSINESS DAYS BUSINESS HOURS.Reply STOP to stop, Reply HELP for help, Msg&Data Rates May Apply. |

Email Messages

Coverage

Subject: PHARMACY NAME Prescription Alert: Insurance Issue

PHARMACY NAME

Prescription Alert: Insurance Issue

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed due to an issue with your insurance coverage. To resolve this, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Declining

Subject: PHARMACY NAME Prescription Alert: Payment Issue

PHARMACY NAME

Prescription Alert: No Method of Payment

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed due to an issue with your method of payment. To resolve this, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Dr Call

Subject: PHARMACY NAME Prescription Alert: Waiting on Prescriber

PHARMACY NAME

Prescription Alert: Waiting on Prescriber

Good Day!

PHARMACY NAME has important information regarding your prescription order.

There is a delay in processing your order while we await response from your doctor. If you have any questions, please contact PHARMACY NAME at PHONE NUMBER between BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

High Cost

Subject: PHARMACY NAME Prescription Alert: High Cost

PHARMACY NAME

Prescription Alert: High Cost

Good Day!

PHARMACY NAME has important information regarding your prescription order.

As a courtesy, we are holding your order due to a prescription with a copay greater than HIGH DOLLAR AMOUNT. To approve payment, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

No Payment

Subject: PHARMACY NAME Prescription Alert: No Method of Payment

PHARMACY NAME

Prescription Alert: No Method of Payment

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed at this time because there is no method of payment currently on file. To provide this, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Ship Ground

Subject: PHARMACY NAME Prescription Alert: Ship Ground

PHARMACY NAME

Prescription Alert: Ship Ground

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order has been shipped. You can track the order from our website WEBSITEADDRESS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Ship Next Day

Subject: PHARMACY NAME Prescription Alert: Ship Next Day

PHARMACY NAME

Prescription Alert: Ship Next Day

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order has been shipped and will arrive tomorrow. You can track the order from our website WEBSITEADDRESS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

3rd Party

Subject: PHARMACY NAME Prescription Alert: Insurance Issue

PHARMACY NAME

Prescription Alert: Insurance Issue

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed due to an issue with your insurance coverage. To resolve this, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Multiple Issues

Subject: PHARMACY NAME Prescription Alert: Multiple Issues

PHARMACY NAME

Prescription Alert: Prescription Issues

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed due to multiple issues. To resolve this, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Denied Refill

Subject: PHARMACY NAME Prescription Alert: Prescriber Declined Refill

PHARMACY NAME

Prescription Alert: Prescriber Declined

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed at this time because your doctor denied a refill request. For more details regarding the denial, please contact the doctor. If you have any questions, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

PA Required

Subject: PHARMACY NAME Prescription Alert: Waiting on Prior Authorization

PHARMACY NAME

Prescription Alert: Waiting on Prior Authorization

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed at this time because prior authorization is required from your insurance. As a courtesy, we are obtaining the prior authorization for you. If you have any questions, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

PA Denied

Subject: PHARMACY NAME Prescription Alert: Authorization Declined by Insurance

PHARMACY NAME

Prescription Alert: Authorization Declined by Insurance

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription order cannot be processed at this time because the prior authorization was denied by your insurance. For more information, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Back Order

Subject: PHARMACY NAME Prescription Alert: Rx on Back Order

PHARMACY NAME

Prescription Alert: Rx on Back Order

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your prescription is currently unavailable from the manufacturer. To discuss your options, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Auto Substitution

Subject: PHARMACY NAME Prescription Alert: Product Unavailable, Equivalent Product Substituted

PHARMACY NAME

Prescription Alert: Product Unavailable, Equivalent Product Substituted

Good Day!

PHARMACY NAME has important information regarding your prescription order.

An item in your order is not available from the manufacturer at this time. An equivalent product has been sent to you. To view the order, visit WEBSITEADDRESS. If you have any questions, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Profile

Subject: PHARMACY NAME Prescription Alert: Order Received, Cannot Process

PHARMACY NAME

Prescription Alert: Order Received, Cannot Process

Good Day!

PHARMACY NAME has important information regarding your prescription order.

A prescription has been received from your doctor and placed on hold until you need it. To order, please visit WEBSITE or contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Transfer

Subject: PHARMACY NAME Prescription Alert: Unable to Process Transfer Request

PHARMACY NAME

Prescription Alert: Unable to Process Transfer Request

Good Day!

PHARMACY NAME has important information regarding your prescription order.

We are unable to process your transfer request because we need additional information. Please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

PA Delay

Subject: PHARMACY NAME Prescription Alert: Prior Authorization Delayed

PHARMACY NAME

Prescription Alert: Prior Authorization Delayed

Good Day!

PHARMACY NAME has important information regarding your prescription order.

There is a further delay with processing your order because your insurance has not yet completed the prior authorization request. If you have any questions, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Issue

Subject: PHARMACY NAME Prescription Alert: Prescription Issue

PHARMACY NAME

Prescription Alert: Prescription Issue

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your order cannot be processed at this time. Please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

OTC

Subject: PHARMACY NAME Prescription Alert: Over the Counter (OTC)

PHARMACY NAME

Prescription Alert: Over the Counter (OTC)

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Your requested medication is available without a prescription and cannot be filled at PHARMACY NAME. If you have any questions, please contact us at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.

Specialty RX

Subject: PHARMACY NAME Refill Alert: Specialty Medication is due for a Refill

PHARMACY NAME

Refill Alert: Specialty Medication is due for a Refill

Good Day!

PHARMACY NAME has important information regarding your prescription order.

Our records indicate a member of your household is due for a refill on a specialty item. To order, please visit WEBSITEADDRESS. If you have any questions, please contact PHARMACY NAME at PHONE NUMBER between the hours of BUSINESS DAYS BUSINESS HOURS.

Thank you for choosing PHARMACY NAME for your prescription needs. Our goal is to provide excellent service. Please visit us at WEBSITEADDRESS.

Sincerely,

PHARMACY NAME

Please do not reply to this email.