



1901 MARKET STREET
PHILADELPHIA, PA 19103-1480

February 2008

«Patient_First_Name» «Patient_Last_Name»
«Patient_Address» «Patient_Address_2»
«Patient_City», «Patient_State» «Patient_Zip_Code»

Dear «Patient_First_Name» «Patient_Last_Name»:

Our records indicate that you or someone covered by your plan is currently taking Zyrtec[®] or Zyrtec-D 12 Hour[®]. We are writing to inform you of an over-the-counter exclusion that will be applied to both of these medications, as well as to provide you with a coupon to use when purchasing one of these medications over the counter.

Effective April 1, 2008, Zyrtec and Zyrtec-D 12 Hour, which are nonsedating antihistamines, will no longer be covered under prescription drug benefits because they are now available over the counter. Over-the-counter drugs are standard exclusions from all Independence Blue Cross prescription drug programs. Zyrtec and Zyrtec-D 12 Hour can now be obtained over the counter at the retail cost of the medication.

In order to ease your transition to purchasing Zyrtec or Zyrtec-D 12 Hour over-the-counter, please take advantage of the enclosed \$5 coupon, courtesy of McNeil Consumer Healthcare.

Please discuss any questions or concerns about your prescriptions with your doctor or pharmacist. If you have any questions about your prescription drug program, contact Customer Service at the phone number on your identification card.

We value your membership and appreciate that you have chosen Independence Blue Cross as your health insurance carrier.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul N. Urick".

Paul N. Urick, R.Ph.
Senior Vice President
Pharmacy Services

A handwritten signature in black ink, appearing to read "Richard L. Snyder".

Richard L. Snyder, M.D.
Senior Vice President
Health Services

Enclosure