

IMPORTANT MULTIPLE OPHTHALMIC PRODUCTS* RECALL NOTICE

- *CVS Health Natural Tears Lubricant Eye Drops Preservative Free Item#: 538397 Product Size: 0.6 mL x 32 ct
- *CVS Health Lubricant Eye Drops for Mild to Moderate Dry Eye Item#: 317916 Product Size: 15 mL
- *CVS Health Lubricant Eye Drops for Mild to Moderate Dry Eye Item#: 247887 Product Size: 30 mL
- *CVS Health Dry Eye Relief Eye Drops Item#: 317914 Product Size: 15 mL
- *CVS Health Dry Eye Relief Eye Drops Item#: 457802 Product Size: 30 mL- Offered through our OTC Benefit
- *CVS Health Preservative Free Lubricant Eye Drops Sensitive Solution Item#: 495334 Product Size: 0.6 mL x 60 ct
- *CVS Health Preservative Free Lubricant Eye Drops Sensitive Solution Item#: 994883 Product Size: 0.6 mL x 30 ct
- *CVS Health Preservative Free Lubricant Gel Drops Dry Eye Relief Item#: 634634 Product Size: 0.6 mL x 30
- *CVS Health Lubricating Gel Drops for Anytime Use Item#: 563420 Product Size: 10 mL
- *CVS Health Overnight Lubricating Eye Ointment Item#: 881532 Product Size: 3.5 gram
- *CVS Health Lubricant Eye Ointment Item#: 247881 Product Size: 3.5 gram
- *CVS Health Extra Strength Lubricant Gel Drops Item#: 799143 Product Size: 15 mL
- *CVS Health Extra Strength Lubricant Gel Drops Twin Pack Item#: 258587 Product Size: 2 x 15 mL
- *CVS Health Fast Acting Lubricant Eye Drops Dry Eye Therapy Item#: 895160 Product Size: 15 mL
- *CVS Health Fast Acting Lubricant Eye Drops Dry Eye Therapy Twin Pack Item#: 994881 Product Size: 2 x 10 mL
- *CVS Health Preservative Free Lubricant Eye Drops Sensitive Solution Item#: 495301 Product Size: 0.6 mL x 30ct
- *CVS Health Preservative Free Lubricant Eye Drops Sensitive Solution Item#: 457791 Product Size: 0.6 mL x 70ct
- *CVS Health Preservative Free Lubricant Eye Drops Advanced Relief Item#: 563442 Product Size: 0.6 mL x 30
- *CVS Health Lubricant Eye Drops Advanced Relief Item#: 563419 Product Size: 10 mL
- *CVS Health Fast Acting Lubricant Eye Drops Preservative Free Item#: 994882 Product Size: 0.6 mL x 24 ct
- *CVS Health Preservative Free Lubricant Eye Drops Fast Acting Item#: 258625 Product Size: 0.6 mL x 60 ct
- *CVS Health Lubricant Gel Drops-Moderate to Severe Dry Eye Relief Item#: 799145 Product Size: 30 mL
- *CVS Health Multi-Action Relief Drops Item#: 694954 Product Size: 15 mL
- *CVS Health Lubricant Eye Drops Lasting Dry Eye Relief Item#:968210 Product Size: 10 mL
- *CVS Health Lubricant Eye Drops Lasting Dry Eye Relief Twin Pack Item#: 495323 Product Size: 2 x 10 mL
- *CVS Health Maximum Redness Relief Eye Drops Item#: 994880 Product Size: 15 mL
- *CVS Health Redness Relief Item#: 317912 Product Size: 15 mL
- *CVS Health Redness Relief Item#: 457799 Product Size: 30 mL- Offered through our OTC Benefit
- *CVS Health Lubricant Eye Drops Multi-Symptom Eye Relief Item#: 563431 Product Size: 15 mL
- *CVS Health Lubricant Eye Ointment Sensitive Formula Item#: 247885 Product Size: 3.5 gram

Dear Member,

Your health is important to us. On July 10, 2019, the U.S. Food and Drug Administration (FDA) announced a drug recall. The recall is voluntary. It is for specific lots of ophthalmic products* listed above¹. The FDA issued the recall because the product may have a safety concern.

Please call your pharmacy to find out if your drug could be part of this recall. The pharmacy may replace the drug. Talk to your doctor if you need a prescription for another medicine.

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<https://www.fda.gov/safety/recalls-market-withdrawals-safety-alerts/altaire-pharmaceuticals-inc-issues-voluntary-recall-multiple-ophthalmic-products-sold-cvs>

We are writing this letter to give you information. This should not replace your doctor's advice. Only your doctor can decide what drugs are right for you.

Thank you,

Doctors HealthCare Plans, Inc.

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DISCRIMINATION IS AGAINST THE LAW

Doctors HealthCare Plans, Inc., complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Doctors HealthCare Plans, Inc., does not exclude individuals or treat them differently because of race, color, national origin, age, disability, or sex.

Doctors HealthCare Plans, Inc. provides: (1) free aids and services to people with disabilities to communicate effectively with us, such as, qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats); and, (2) free language services to individuals whose primary language is not English, such as, qualified interpreters and information written in other languages.

If you need these services, contact the number on the back of your ID Card. If you believe that Doctors HealthCare Plans, Inc., has failed to provide these services or discriminated in any way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: **Doctors HealthCare Plans, Inc., Attention: Member Services Department**, 2020 Ponce de Leon Blvd., PH 1, Coral Gables, FL 33134 or call (786) 460-3427 or (833) 342-7463, TTY: 711; fax: (786) 578-0283, 7 days a week; 8AM to 8PM EST.

You can file a grievance in person, by mail, or by fax. If you need help filing a grievance, our Member Services Representatives are available to help you at the number listed above. You can also file a civil rights complaint electronically through the U.S. Department of Health and Human Services, 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 or call (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

MULTI-LANGUAGE INTERPRETER SERVICE

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call 786-460-3427 or 833-342-7463 (TTY: 711). **Español (Spanish):** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 786-460-3427 o 833-342-7463 (TTY: 711). **繁體中文 (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 Call 786-460-3427 or 833-342-7463 (TTY: 711). **Français (French):** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 786-460-3427 or 833-342-7463 (TTY: 711). **Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 786-460-3427 or 833-342-7463 (TTY: 711). **ગુજરાતી (Gujarati):** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 786-460-3427 or 833-342-7463 (TTY: 711). **Kreyòl Ayisyen (French Creole):** ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pouou. Rele 786-460-3427 or 833-342-7463 (TTY: 711). **Italiano (Italian):** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 786-460-3427 or 833-342-7463 (TTY: 711). **한국어 (Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 786-460-3427 or 833-342-7463 (TTY: 711). **번으로 전화해 주십시오. Polski (Polish):** UWAGAM: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 786-460-3427 or 833-342-7463 (TTY: 711). **Português (Portuguese):** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 786-460-3427 or 833-342-7463 (TTY: 711). **Русский (Russian):** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 786-460-3427 or 833-342-7463 (TTY: 711). **ภาษาไทย (Thai):** เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 786-460-3427 or 833-342-7463 (TTY: 711). **Tiếng Việt (Vietnamese):** CHÚ Ý: Nu bn nói Ting Vit, có các dch v h tr ngôn ng min phí dành cho bn. Gi s 786-460-3427 or 833-342-7463 (TTY: 711). **Tagalog (Tagalog – Filipino):** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 786-460-3427 or 833-342-7463 (TTY: 711). **Diné Bizaad (Navajo):** ANOMPA PA PISAH: [Chahta] makilla ish anompoli hokma, kvna hosh Nahollo Anompa ya pipilla hosh chī tosholahinla. Atoko, hattak yvmmā im anompoli chi bvnnakmvt, holhtina pa payah: 786-460-3427 or 833-342-7463 (TTY: 711). **العربية (Arabic):**

تنبيه: إذا لم تكن تتحدث الإنجليزية، نوفر خدمات المساعدة اللغوية مجانًا من أجلك. اتصل بالرقم 786-460-3427 أو 833-342-7463 (هاتف نصي: 711)