



<<Date>>

<<First Name>> <<Last Name>>

<< Address line 1>>

<< Address line 2>>

<<City>> <<ST>> << Zip Code>>

IMPORTANT RECALL INFORMATION

Dear <<First Name>> <<Last Name>>,

We are sending you information about Glucagon[®] Emergency Kit for Low Blood Sugar (Glucagon for Injection, 1 mg per vial) that may be valuable to you.

On September 25, 2021, Eli Lilly and Company ("Lilly") issued a voluntary recall of Glucagon[®] Emergency Kit for Low Blood Sugar (Glucagon for Injection, 1 mg per vial) NDC # 00002-8031-01. **This recall was issued because of a product complaint reporting that a vial of Glucagon was in liquid form instead of the powder form.** The use of the liquid form of this product may not treat severe low blood sugar due to loss of potency.

This could be a health hazard or safety risk to plan members who may be using product affected by this recall.

Our records show you may have received a prescription for this product recently from your retail pharmacy.

This recall affects lot number D239382D exp. 04/2022. No other lots are affected by this recall.

To see if you have affected product, please check the lot number. The lot number is located on the label of the kit as well as the vial. If the product you have is not from the affected lot number, it is not affected by this recall. If your product is from the affected lot number, please contact the pharmacy that filled your prescription for further instructions.

Lilly recommends that patients contact their physician or healthcare provider if they have experienced any problems that may be related to taking or using this product. Your doctor knows your medical history and can tell you what to do next.

For further information on this issue, please see the full Voluntary Recall notice at <https://investor.lilly.com/node/45641/pdf>.

If you have questions about this recall, please call Lilly Answers Center toll-free at 1 800-LILLYRX (1-800-545-5979), Monday through Friday, 9:00 AM to 7:00 PM (ET) or visit www.lilly.com. You may also call the U. S. Food and Drug Administration toll-free at 1 888 INFO-FDA (1 888-463-6332) or visit www.fda.gov.

This document contains references to brand-name prescription drugs that are trademarks or registered trademarks of pharmaceutical manufacturers not affiliated with CVS Caremark. Your privacy is important to us. Our employees are trained regarding the appropriate way to handle your private health information. This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about this information and any health-related questions you have. CVS Caremark assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result of this information.

- This material is available in other languages. Please call our member services department at the toll-free number listed on your benefit ID card. TTY users should call 1-800-863-5488.
- Esta información está disponible en otros idiomas. Por favor llame a nuestro departamento de servicios al cliente al número gratuito que aparece en su tarjeta de identificación. Los usuarios de equipo teleescritor (TTY) deben llamar al 1-800-863-5488.

Sincerely,

CVS Caremark® Medical Affairs