

Memo

To: Corporate Partners/Head Office Contacts & Homes
From: CareRx Client Engagement
Date: April 1-3, 2025
Re: Paper Billing Statement Fee Change Effective May 1, 2025

We are writing to inform you of an important update regarding our paper statement fees, which will take effect on May 1, 2025. To help offset the administrative costs associated with processing paper statements and to streamline the pre-authorized payment process, the monthly paper statement fee will increase to \$3.00.

Why the Change?

This fee adjustment is part of our ongoing effort to reduce reliance on paper statements, promote the use of free electronic statements and ensure a more efficient billing experience for both residents and our team. Our goal is to encourage residents to sign up for Brightsquid Secure-Mail for fast, reliable delivery of their pharmacy statements, and to enroll in pre-authorized payments for medications.

The benefits of pre-authorized payments include:

- **Convenience:** Residents can set up automatic payments, reducing the need for manual bill payment.
- **Cost Savings:** Residents can avoid paper statement fees altogether by opting into Brightsquid electronic billing and pre-authorized payments.
- **Efficiency:** Pre-authorized payments streamline the payment process, helping to ensure timely payments and reduce administrative burden.

We appreciate your support in helping residents understand and adopt this more efficient billing process. As part of the April billing process, a one-page insert will be included as a reminder of how to sign up for Brightsquid Secure-Mail and provide pre-authorized payment information. For those residents who prefer to continue receiving paper statements, this option remains available, and the updated fee will apply.

If you receive any questions or concerns, feel free to reach out to our team for additional support.

Thank you for your partnership!