

Mirena® Abandoned Unit Frequently Asked Questions

Q: What is considered a Mirena Abandoned Unit?

A: An abandoned unit is an unused and unopened Mirena unit shipped by CVS Caremark under the Mirena Specialty Pharmacy Program with a prescription label with an individual patient name. The unit must have been shipped in 2010 and beyond. In order to be returnable, the Mirena should be in its original packaging i.e., the actual box in which it was received. The original box must be sealed and must be abandoned for at least 120 days from the date received.

Q: How do I return an abandoned Mirena Unit?

A: Follow these **six** steps

Step 1: Complete a Mirena Abandoned Unit form

Step 2: Fax the form to CVS Caremark for verification

Step 3: Wait for CVS Caremark fax approval

Step 4: Wait for an authorization number and return mailing label from Genco, a third party processor

Step 5: Package the unit in one of the cardboard boxes that the Mirena was initially shipped in or a large envelope

Step 6: Mail the unit

Q: When can I begin sending back the Mirena Abandoned Units?

A: When your Bayer Sales Consultant announces the program is available in your state.

Q: Can I send more than one abandoned unit back at that same time?

A: Yes, but each one must be in its own box/envelope with the corresponding forms. One form must accompany every returned Mirena and each must be shipped individually to ensure proper processing.

Q: Can I return the unit to CVS Caremark?

A: No. Please do not send any units to CVS Caremark. You will be receiving a postage paid return mailing label via email from Genco. This is the only address you should ship the abandoned units to.

Q: Can I use my own envelope to return Mirena?

A: Yes, just ensure you utilize the mailing label emailed to you from Genco and be sure to verify that the authorization number matches the Genco identification number

Q: Who should I contact if I need more envelopes?

A: Your Bayer Sales Consultants

Q: What happens if I have opened the box containing the Mirena unit and removed the unit?

A: The Mirena will be considered unreturnable. Only units in their original packaging can be returned.

Q: How do I package the returned unit?

A: If the abandoned unit is deemed returnable, you will receive a return authorization number and a postage paid UPS label. Be sure to place the unit in the original box that the unit was shipped in from CVS Caremark or suitable mailing envelope. Your Bayer Sales Consultant will provide your office with mailing envelopes if a shipping box is not available.

Q: Who will be sending me the return mailing label?

A: The email will be coming to you from Genco, a third party organization that we are working with. Please check with your IT Department or computer support team to ensure that Genco is listed as a trusted site for receiving emails.

Q: What if I delete or misplace the email from Genco?

A: You can contact Genco directly at 800-950-5479

Q: What happens if I don't receive my label via email within the five business days of the Caremark approval?

A: First: Check your SPAM/Junk Email Folder to see if the email from Genco was transferred to that folder

Second: Make sure Genco.com is on your approved Email List

Third: If the first two steps are correct, please contact Genco at 800-950-5479 and they will resend you another label via email

If you still have not received your label within five business days, please contact your Bayer Sales Consultant immediately.

Q: What is the phone number in case I have not received my confirmation fax from Caremark?

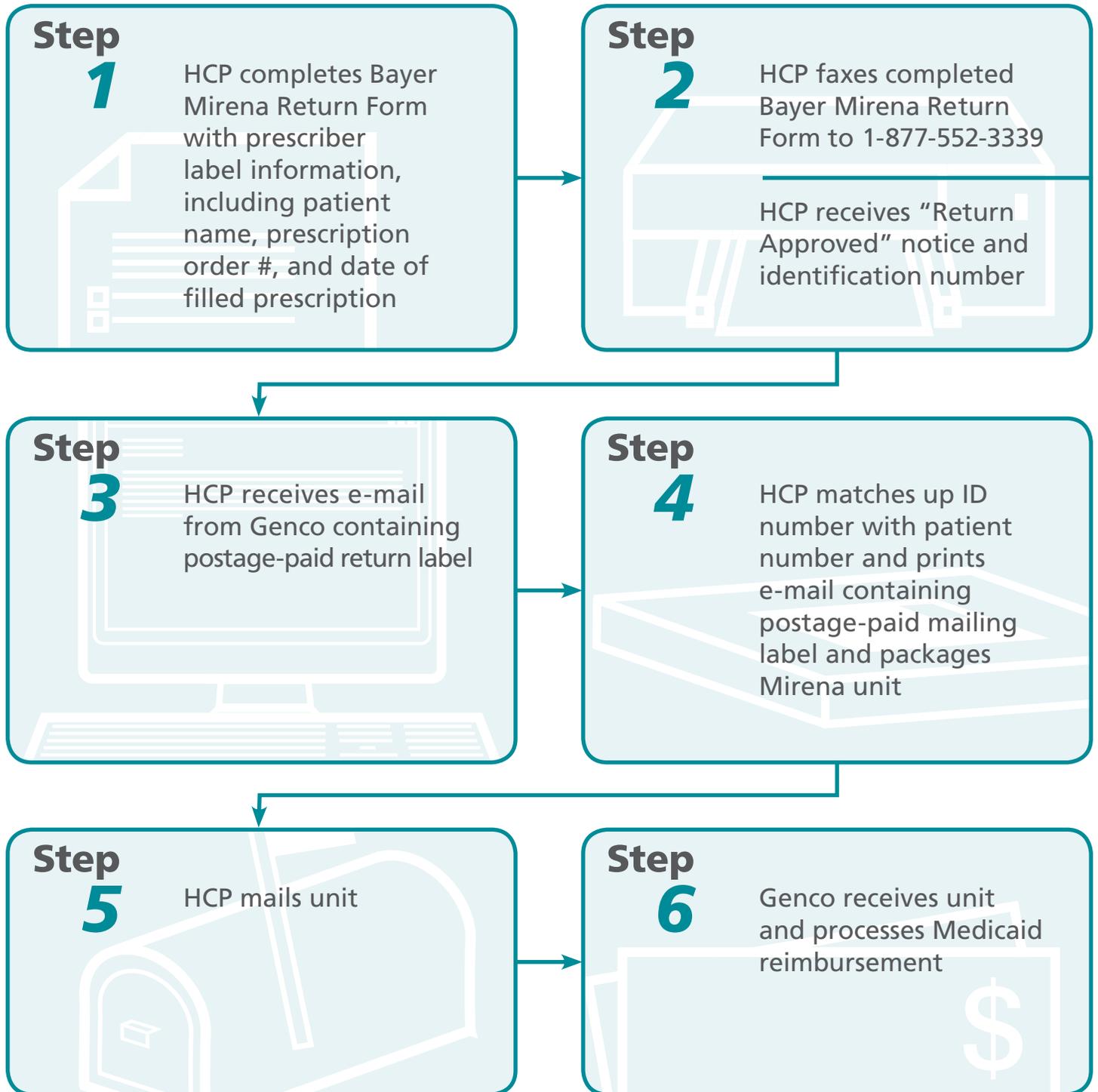
A: The phone number is 1-888-345-3083

Q: What is the fax number for sending the Mirena abandoned unit form?

A: 1-877-552-3339

Mirena® Abandoned Unit Process Flow

HCP wants to return abandoned Mirena retail unit dispensed by CVS Caremark



Should you have any questions, please contact your Bayer Sales Consultant.