

## Dear Valued Customer:

Thank you for choosing Publix Specialty Pharmacy as the specialty pharmacy provider for you or your loved one. We are committed to providing you with quality pharmaceutical products, with the exceptional customer service you deserve.

Please take a few moments to review the important information in this welcome packet, which explains our services and answers some frequently asked questions you may have about our services.

To ensure your privacy as well as to secure permission to bill your insurance company on your behalf, we have included some forms to be completed and returned to our billing department via the enclosed self-addressed envelope. These forms will help us provide accurate statements of your account, assist in processing your payments, and better understand your unique situations to resolve problems in an efficient manner. Please take the time to complete these forms and return them to our pharmacy today.

Please contact us at the customer service number below if we can assist you with any questions you may have about your delivery or our services. We sincerely appreciate the opportunity to serve you, and again, thank you for choosing Publix Specialty Pharmacy.

**Publix Specialty Pharmacy Team**  
1-855-RxPublix (1-855-797-8254)  
[publix.com/specialty](http://publix.com/specialty)

