

Merck Abandoned Unit Program for
NEXPLANON® (etonogestrel implant) 68 mg Radiopaque
Frequently Asked Questions

- **What product is considered “abandoned” under the Merck Abandoned Unit Program for NEXPLANON?**
 - A unit of NEXPLANON will be considered “abandoned” provided the following criteria are satisfied: (i) the unit is abandoned by an Eligible Patient (please see full Program terms and conditions on the Merck Abandoned Unit Program for NEXPLANON Return Form) for a **duration of at least 120 days from the date of dispense, but no more than 180 days past the date of dispense**, as evidenced by the prescription label affixed to the product, (ii) the unit is unused and in its original packaging (the product packaging must be unopened, and the prescription label bearing the eligible patient’s name must be affixed to the product packaging), and (iii) the unit was shipped on or after the effective date of the Program.
 - ***Please note: additional eligibility criteria for returns apply. Please see full Program terms and conditions on the Merck Abandoned Unit Program for NEXPLANON Return Form.***

- **How do I know which specialty pharmacy to contact about the return of an Abandoned Unit?**
 - Please contact the specialty pharmacy that dispensed the Abandoned Unit of NEXPLANON; this should be noted on the prescription label affixed to the product.
 - Only the dispensing specialty pharmacy may verify the eligibility of the return. Merck currently dispenses NEXPLANON through 2 specialty pharmacies: Caremark LLC and Accredo Health Group, Inc. Contact information for each is provided below.

- **How do I return an Abandoned Unit of NEXPLANON?**
 - Step 1: Complete the Merck Abandoned Unit Program for NEXPLANON Return Form
 - Step 2: Fax the form to the specialty pharmacy for verification
 - Step 3: Wait for return identification number from specialty pharmacy and return mailing label and instructions, which will be provided by TeleRx, Merck’s third-party processor
 - Step 4: Confirm specialty pharmacy return identification number matches ID number listed in the return mailing label provided by TeleRx
 - Step 5: Package the unit in the box in which the NEXPLANON was originally shipped or other appropriately sized shipping box/envelope
 - Step 6: Mail unit along with the Merck Abandoned Unit Program for NEXPLANON Return Form to Pharma Returns

- **Can more than 1 Abandoned Unit for NEXPLANON be returned at the same time?**
 - No. Each unit of NEXPLANON approved for return by the applicable specialty pharmacy must be packaged and returned in its own box and accompanied by the appropriate return identification number and the Merck Abandoned Unit Program for NEXPLANON Return Form. Please do not include multiple returns in a single shipping box.

- **Can I return the Abandoned Unit for NEXPLANON to the specialty pharmacy I received it from?**
 - No. Upon approval of the return, health care providers will receive a pre-paid shipping label, instructions, and a return address from TeleRx, a third-party company. Please follow these instructions to ensure proper return processing.

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- **How do I package the returned unit? Can I use my own box to package the Abandoned Unit for return?**
 - Yes, you may use your own box or shipping envelope to package the abandoned unit, as long as you use the pre-paid shipping label provided by TeleRx. Following approval of the return from the specialty pharmacy, you will receive an e-mail from TeleRx outlining necessary steps to return the product. See above for return instructions.

- **What happens if I have opened the box containing the Abandoned Unit?**
 - The product will be considered unreturnable. Among other criteria, product packaging must be unopened, and the prescription label bearing the eligible patient's name must be affixed to the product packaging in order for the product to be eligible for return.

- **Can I complete the return authorization form online, or is it fax only?**
 - The Merck Abandoned Unit Program for NEXPLANON Return Form must be completed in hard copy and faxed to applicable specialty pharmacy for verification of return eligibility (please see Return Form for fax numbers of specialty pharmacies).

- **Who will send me the return label? Is it a pre-paid return label?**
 - Following approval of the return by the specialty pharmacy, you will receive an e-mail from TeleRx, a third-party company working with Merck. The e-mail from TeleRx will include a pre-paid return label and return shipping instructions.

- **What if I don't receive a communication from TeleRx concerning the return?**
 - If you do not receive communication from TeleRx, please contact them at 800.347.1437.

- **What are the phone numbers for the dispensing specialty pharmacies?**
 - Caremark LLC – 855.324.2566
 - Accredo Health Group, Inc. – 855.788.4220