June 18th, 2025

To Our Family Pharmacy Patients:

This letter is to inform you that after July 18th, the Family Pharmacy Cumberland location will be consolidated with Family Pharmacy Farmville located in the Longwood Village Shopping Center near the Food Lion.

The difficult decision to merge the two locations was necessitated by years of negative reimbursements, clawbacks, DIR fees, and the non-payment of dispensing fees by Pharmacy Benefit Managers (PBM's). The policies and unfair practices by PBM's have caused damage to countless independent pharmacies in Virginia and across the nation resulting in closures of stores and limiting access for patients.

Combining the two pharmacies will streamline our costs and pool resources-- which means we can still be your pharmacy and continue to provide the same, if not better, service that you deserve. We are the same family, just at a different address! In fact, you'll see many friendly faces, including mine!

Here are some examples of processes we have put in place that should help to make the transition even easier for everyone:

- Your medication profile will be automatically transferred to Family Pharmacy Farmville.
- If you are enrolled in our MedSync program, the monthly communication you already receive will come from Family Pharmacy Farmville. At this time we will verify that your profile is accurate, what is needed, and if you would like pick-up or delivery.
- If not enrolled in MedSync you will still receive a call about a month from now from Family Pharmacy Farmville. At this time, our staff will make sure we have all active meds on file, go over when they need to be filled, and if store pickup or delivery is preferred.
- During this transition, we will be expanding our delivery area in Cumberland and all deliveries will be free for at least the first three months while we all get settled in together.
- All calls to Cumberland Pharmacy will be automatically forwarded to Farmville for a while so if you forget to change the number in your speed dial, no worries!

Our staff is here to answer any questions you may have, and if by chance you don't get the information you are seeking, please leave your name and number with a staff member and either Scott Gregg (my ownership partner) or I will get back to you as soon as possible. Thank you for being a loyal Family Pharmacy customer!

See you in Farmville!
Kim Wright
Pharmacy Director of Family Pharmacy