



Information for Customers Affected by First Databank's MedKnowledge Database Change Effective June 8, 2015

If you are a prescriber/user of FIRST® Unit of Use Compounding kits and are being told that the product has been discontinued, you have unfortunately been impacted, along with a small group of other customers, by First Databank's editorial decision to stop listing compounding kits in their drug database.

On June 8th 2015, the drug listing service First Databank made an editorial decision to stop listing compounding---related products such as the FIRST® Compounding Kits manufactured by CutisPharma in its MedKnowledge Database, for reasons that have not been based on a proper understanding of regulations governing compounding and not well---articulated to their customers. CutisPharma vigorously disagrees with First Databank's action, and despite articulating our concerns about the disruption this action has had on customers having access to our products, First Databank has not yielded in their position. [Please click here for a detailed response to First Databank's bulletin.](#) It should be noted that all other major drug listing services, such as MediSpan, Gold Standard, and Red Book, continue to list our products and will continue to do so.

Fortunately, most healthcare providers who use First Databank's listing service, such as pharmacy chains as well as managed care plans, utilize more than one data source for their product listing and pricing information. As a result, the disruption created by First Databank's internal action has been limited in scope to those providers who exclusively use First Databank.

If you are one of these latter customers (those exclusively using First Databank), CutisPharma's products may either come up as being "obsolete," "discontinued," or no information is available to process a claim. This is merely a function of First Databank's programming code to de-list these products --- please be assured that our full product line continues to be marketed and remains widely available at all major pharmacy chains, independent pharmacies, and hospitals.

If you are a pharmacy or managed care organization that uses First Databank and are now unable to obtain drug listing information for our FIRST® Unit of Use Compounding Kits, we may be able to help. Please contact our Customer Service team at 800-461-7449 or customerservice@cutispharma.com.

If you are a patient that is being told that your FIRST® Unit of Use Compounding Kit is no longer covered, it may not be related to First Data Bank, but rather a generally more restrictive position that your insurance company is taking with regard to coverage of compounded medication in general. For this case, you may have to pay out of pocket for your medication. Fortunately, the price of our products is comparable to that of a Tier 3 co pay for most insurance plans, so it may not significantly increase the cost to you.