

[REDACTED]

[REDACTED]

June 11, 2012

Re: Request to continue using local pharmacy

Dear Sir / Madam,

I recently learned [REDACTED] changed my prescription drug benefit which requires, or heavily incentivizes, me to use a mail order prescription facility instead of my neighborhood community pharmacy. I am concerned about this decision, because of its detrimental effect on my choice of health care providers, my proximate access to vital medications, and the ultimate impact on my health care. In addition, this unwarranted change will not only negatively impact me but also my local community, on which many people rely.

I have recently been turned away at my local preferred pharmacy and told (with no prior warning from [REDACTED] or any of its affiliates) I must use a mail order pharmacy. Given no other options, I was forced to contact the mail order pharmacy. After speaking with a representative of the mail order pharmacy, I was given the following options:

- Sign up with the mail order pharmacy and wait days for my mail order prescription to arrive.
- Drive many miles to a PBM preferred pharmacy to pick up my medications.
- Pay for the medication out of my own pocket. (This in itself is ludicrous!)

In my previous and current involvement, mail order pharmacies pose recurrent confusion and complications such as, delays in the delivery due to inclement weather, shipping medication with no regard to extreme heat or cold and, inability to deliver in a timely manner. In my personal case, (because I choose to live in a multi-tenant building), shipping companies are not allowed to deliver a package to me without me being home. Additionally, the shipping companies are not allowed to leave packages at the door, with the on-site building manager, or with another tenant. Leaving any package, especially medications with another individual is breach of my privacy, and is unequivocally out of the question.

Acquiring my medications in a discrete and timely manner is an extremely vital part of my health and wellbeing. By my doctor's orders, it is not advisable for me to risk skipping even a single dose. By making it mandatory I use a mail order pharmacy poses many potential perilous risks to my physical, physiological, and mental health. Therefore it is imperative I secure my medications locally, assuring they are accessible right away.

Another disadvantage to this plan is, it does not allow me regular contact with my pharmacy provider of choice, who can provide invaluable face-to-face advice and counsel to me relative to adherence and the management of my specific medical condition.

I am requesting [REDACTED] to waive the use of mail order pharmacy in my case. It is not a good choice for my whole health and wellbeing.

In closing, I ask [REDACTED] to work with local pharmacies and allow them to provide prescriptions to me and contain my prescription costs. Not only does this strengthen the local community, but it also allows me to continue interacting with the health care professional of my choice which provides all my prescription drug needs while leading to increased medication adherence and better overall health for all.

Sincerely,

[REDACTED]