

Dear Sir/Madam/Ms.

I have routinely run into a problem with your pharmacy network providing me with my legally written, on time, medically necessary prescriptions.

1. They refuse to fill my prescriptions
2. They refuse to bill my insurance and insists on me paying cash
3. They routinely delay filling them before I will be out of medication
4. They falsely claim that the insurance company is denying payment.

I am writing you in hopes that you could resolve this problem. As I understand it, they are contractually obligated with you to fill/bill covered prescription medications for your policy holders.

Because of my medical issues, I am considered disabled and covered under the Americans with Disability Act (ADA) . As I understand it, denying me my medically necessary medications is discrimination and a civil rights violation under the ADA.

Likewise, you are being paid premiums and promising to provide me with products/services via my policy that I have with you. So, my understanding is that accepting payment for a product/service and not providing it may be consider fraud.

I am hoping that you can see yourself clear to encourage those in your pharmacy network to comply with the contractual agreement that they have with you.

I would appreciate hearing from you in the next 10 business days, in how this is going to be corrected.

Unless I hear from you, I will presume that you encourage or condone such things as I have outlined in this letter and will be forced to seek other avenues of redress.