

April 2, 2010

Dr. Jackie Kosecoff
Chief Executive Officer
Prescription Solutions
2300 Main Street
Irvine, CA 92614

Dear Dr. Kosecoff,

I am prescribed a medicine (a compound) that I have been taking for more than a year that requires prior approval. Prescription Solutions has chosen to not carry this drug so I am forced to purchase it locally. This places an additional burden on me as I can't get the cheaper mail order rate and more importantly this breaks the communication with you. As a result of this broken communication chain, in March with no warning when I attempted to obtain a refill, Prescription Solutions declined the payment. When I contacted Prescription Solutions, I was informed the prior approval had expired despite many refills remaining on the prescription. It has taken 4 weeks, 3 letters, and more than 10 hours on the telephone and as this letter is written still no medicine.

During these numerous contacts to Prescription Solutions, your customer service advocates (a really hilarious name) have told me at least 4 different stories (the medicine isn't covered, the insurance company won't pay, the doctor's office provided the wrong information, etc) – all it turns out were false allegations. In one call "Mary" (her real name) refused to define a term that I needed to be able to tell the doctor what you required. Mary also stated there was no way to follow-up with her and no other identifying (for her) information could be provided. The consistent theme on each of these contacts was someone else was to blame.

I now have obtained a copy (in itself a difficult process) a renewed and correct prior approval and yet the Prescription Solutions computer system is still refusing to authorize payments to the pharmacy. Contacting you on April 1, 2010 the first words out of the customer service advocate was to blame the pharmacy. She further assured me she would call the pharmacy and provide them the needed instructions to complete the transaction and would call me back with an update. No big surprise no call and still no medicine.

I wouldn't be this upset over this adventure if this was the only chapter with this single medicine unfortunately it's not and I am filled with fear and trepidations each refill that yet another obstacle will be erected. I recognize you are in the business of denial and cost containment and on occasion payment of legitimate claims. Your current scheme is only increasing my stress and to the work loads on my physicians and pharmacy both of which are negatively impacted and I fear they will simply tell me to take my business elsewhere.

To summarize the issues

- Prior authorization system is cumbersome and broken.
- Failure to provide effective and timely communication to me.
- The prior approvals should run concurrent with underlying prescriptions.
- Own the problem and STOP blaming others.
- Provide a method to contact (or re-contact) the same customer service advocate so wasteful time explaining the problem over and over can be eliminated.
- Make your staff accountable.
- Restore my financial losses resulting from your failure to make the drug available through your mail order system.
- Stop blaming others and stop harming my providers through your cumbersome and broken systems.
- More...

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At this time having no confidence and no other option I appeal to you to fix your broken system and to make the necessary changes so my medicine can be provided on a timely basis without the current hardships and emotional distress to me which serve no purpose.

Sincerely,

Richard Morton

Cc: Dr. Michael Milani
Dr. Stephanie Kielb
Walgreen's Pharmacy
American Medical Security

