

paul dragoumis

6821 capri place

bethesda, md 20817

March 5, 2015

Express Scripts
Attn: Medicare Reviews
P.O. Box 66571
St. Louis MO 63166-6571

Express Scripts
Attn: Grievance Resolution Team
P.O. Box 630035
Irving, TX 75063-0035

Member ID Number: 6929979365995

Dear Ladies and Gentlemen:

As a long term stockholder and a two year Medicare Part D subscriber, I have been dismayed and embarrassed over the last year or so at your treatment of customers. Consider:

1. Every three months, getting refills on line on my routine prescriptions is a time wasting process, with frequent robo phone calls, unexplained delays and last minute deliveries just as the previous supply of meds is running out. That is the case now with scripts last refilled on December 10, 2014. Since there were no refills, new scripts were sent by my doctor on February 12 and I have received only two meds to date. Responding to another robo-call, I spoke yesterday to an Express Scripts rep and then a supervisor. The latter told me that the rest of my meds would be mailed out on March 5. Further she said she was surprised by the delay and could not understand why they were not sent already. ***The only conclusion one can reach is to stop using your mail order and go back to an authorized pharmacy to avoid this last minute nonsense every 90 days. I plan to do this.***
2. Recently, I received a letter from Express Scripts informing me that Nexium 40mg, 24 hour is not covered by your formulary. Your 2015 formulary book on page 46 lists Nexium as a tier 3 drug. Just two months into the year you invalidate that representation. At best this is an act of bad faith.

I will ask my doctor to file an appeal which I am sure will be another waste of his and my time irrespective of the medical history he provides.

It looks as though I am becoming self insured as you raise premiums, raise deductibles, elevator tiers and eliminate coverage.

Sincerely,