

My name is Emily and I am an employee of High Mountain Corporation, which runs Rutland, Springfield, Ludlow, and River Street Pharmacies. My office is located at Rutland Pharmacy and I am also a patient at Rutland Pharmacy. I have a medical condition that requires a Specialty Medication that is an injectible.

I have Cigna insurance through my husbands employer and they have insisted that I must fill my prescription through their mail order pharmacy, despite my argument against doing so. Rutland Pharmacy has been my pharmacy since I was a child and it has been upsetting to me to be forced into using a mail order service that I do not want to use.

Receiving this medication through the mail is problematic because it is one that must be temperature controlled. They send it in a sealed cooler with ice packs but if it were to be delivered to my home during the week it may arrive a good 8 hours before I get home, leaving it exposed to weather that is anywhere from 90 degrees to negative 10 in Vermont. They do deliver on Saturdays but I have three children who keep me running a very busy schedule so it is not always convenient to sit at home all day Saturday to await a delivery.

Additionally, this medication is quite expensive. My home has neither a garage, nor a front porch. Therefore, they would be leaving medicine worth over a thousand dollars on my front step where anyone could take it.

I explained these concerns to Cigna and their response was that I could have it delivered to my work place. **Absolutely not.** That is an unreasonable and unprofessional suggestion that I wouldn't be comfortable doing even if my employer agreed. (This suggestion was made when I was in my previous office position, as well as recently after I began my job at High Mountain Corporation).

They then told me to have it delivered to my neighbor. Again, it is inappropriate to suggest that I should ask my neighbors to stay home all day to receive **my** delivery every month and make sure that it is in the correct temperature environment.

My only solution for the past couple of years has been to ask my retired parents to receive my delivery, which I have been doing. It has not always been convenient for them but they have been willing to do so and to unpack the cooler to place my medicine in their refrigerator until I can retrieve it. However, my parents have now decided to spend winters in Florida and I have no other family in my community. Even if I did, I would not be comfortable asking them! I have felt unhappy enough to burden my parents.

I am unwilling to have the medication delivered when I am not home. I believe there are too many risks regarding both temperature and theft and Cigna makes it clear to me that if the medicine goes missing, I am responsible for the full cost. My employers are willing to allow me to receive a delivery at my office, but I still believe that is an unprofessional request as it would

be considered a personal delivery that front end employees would receive rather than going through as a prescription in the pharmacy itself.

I now WORK IN MY PHARMACY. Rutland Pharmacy is a Specialty Accredited Pharmacy that is more than capable of taking care of my medication in a way that I deem as SAFER than the mail order program I am being forced to use. I also explained this to Cigna. I argued with them in September and for one month I was allowed to receive my medication at my pharmacy, which worked perfectly for me.... Until I received a letter in October that informed me that if I continue to fill my specialty medication at my pharmacy **that I will be required to pay the full price with no coverage under my prescription drug plan.** This is regardless of the fact that my deductible is met. I called and argued with them that I am allowed to choose where I receive my medications and their answer was basically that no, I am not.

They tried to blame my husbands employer at one point so I called his HR office, who told me that it was Cigna's rule. This argument has been exhausting and upsetting and I see no reason other than greed why I cannot use MY pharmacy for MY medication.

Again, I'm unwilling to allow this medicine to sit outside unsupervised. If it freezes, I don't know if it will crack the needle casing or change the effectiveness of the medication. I am injecting this into my body. I want some quality control over it! If it's stolen, I don't have the thousand dollars to replace it.

Where I am at now is that for the months my parents are gone, I will be sitting at home all day on a Saturday, unable to do the things that I need and want to do just so that I can receive the medication I need. It is unreasonable when I **SHOULD** be able to pick it up from the pharmacy that I know and trust when it is convenient and right for me.

Even if I **didn't** have the challenges I have in using this mail order service, I believe I should have a choice in where I receive my medication! It is my health care and I should be allowed to use the pharmacy that makes me the most comfortable and is the most convenient for me!