

From: Veldran, Katherine <KatherineVeldran@gov.sc.gov>
To: Soura, Christian <ChristianSoura@gov.sc.gov>
Date: 3/6/2014 10:10:47 AM
Subject: FW: Response

From: barndtbenson@bellsouth.net [mailto:barndtbenson@bellsouth.net]
Sent: Wednesday, March 05, 2014 8:19 PM
To: 'Sen. Shane Martin'
Cc: Veldran, Katherine
Subject: RE: Response

Hello Katherine,

I've been on the state drug plan since 1987 and have always ordered my prescriptions via phone. All of the previous companies that provided the drugs for me sent a bill along with the medicine and I immediately paid for them through on line banking. This new company called Catamaran, has set an unreasonable limit of \$49 on their credit plan. This will force me and thousands of others here in SC to pay by credit card. As you know, there have been issues of credit card hacking recently with Visa, my credit union card. Why can't this company provide a more reasonable credit limit so that I can continue to use on line banking? I'm sure that many others are faced with this same situation. Any help in this would be greatly appreciated.

Regards,

Barndt Benson

From: Sen. Shane Martin [mailto:shane@senatormartin.com]
Sent: Wednesday, March 05, 2014 8:29 AM
To: barndtbenson@bellsouth.net
Cc: Veldran, Katherine
Subject: RE: Response

Katherine Veldran

She is very helpful and is copied on this email.

Thanks,

Shane

From: barndtbenson@bellsouth.net [mailto:barndtbenson@bellsouth.net]
Sent: Wednesday, March 05, 2014 8:07 AM
To: 'Sen. Shane Martin'
Subject: RE: Response

Hello Shane,

Thanks for the response to my concerns. I have contacted both Catamaran and our state health plan and got the runaround. Each blamed the other for this. I would think that there are thousands of participants that pay their bills on line that are affected by this. I think that it's a way catamaran has found not to deal with credit customers. I do not want to give Catamaran my credit card number for security reasons as you well know. Perhaps someone in the Governor's office can help with this. Do you have a contact there?

Regards,

Barry

From: Sen. Shane Martin [<mailto:shane@senatormartin.com>]
Sent: Wednesday, March 05, 2014 7:06 AM
To: barndtbenson@bellsouth.net
Subject: Response

This is what I received from our staff member who deals with these issues. I hope it helps. Please let me know if you need anything else and I hope all else is well!

Shane

Senator Martin,
My contact at PEBA Insurance benefits is out for 6 weeks.
I do not have a contact at Catamaran , but Catamaran client service team number is 855-901-7322
Or PEBA customer line is 734-0678.
Travis Turner is the Interim Executive Director for PEBA
Thanks