

December 10, 2014

The Honorable Nikki R. Haley  
Office of the Governor  
1205 Pendleton St.  
Columbia, S C 29201

To whom It May Concern  
RE: Catamaran Drug Program

We would like to tell of a very frustrating experience that we have had with our Catamaran Drug program.

On November 7th our Doctor's office e- scripted a prescription to Catamaran for Celebrex for Paul. We checked on line on Nov 10th and didn't see it we then checked on Nov 11th in the AM both on the web site and by phone and they said they didn't get it, to have the Dr's office call it in. When speaking with the Dr's office the afternoon of the 11th they said they had confirmation that it was accepted on 11-7.

We were told it takes 24 to 72 hours to get it in the system and then they had to confirm information.

We were running low so they said we could over ride and get 30 days at our local pharmacy which we did on Nov 11th.

Looking again up on the web page of Catamaran it showed the 3 mo. supply was in process.

On November 19th in the AM we both had a Dr's appointment and we had 3 prescription's for renewal for Edith and 2 renewal for Paul. Between 9:30 and 10AM the Doctor e-scripted them to Catamaran and showed us that they had been accepted.

On Monday November 24th I didn't see them on web page and called the representative that I got told me that they didn't have them and that once again I had to have Dr's office call Catamaran.

At the same time I ask about the Celebrex that was still showing in process and she said she ran a trial run and it could not be released until December 11th. I said that was not correct as he would be out of pills. She said we could get an over ride, which would put things in the same situation as before. She then said when it was ready to be filled I could expedite the medicine and pay \$25.00. I declined that offer.

I ask to speak to a supervisor and she informed me one would call be back within 24 to 48 hours. As of the date of this letter I HAVE NOT received a call.

I then called my Dr's office and they once again called Catamaran.

On the 25th I called as they were showing in process and each time that

I called I got different stories and I really wasn't sure what was happening. On November 26th the representative I got told me when I ask why I was not getting any results that I had to tell them to release the medicine. That rather surprised me as I thought when the Dr ordered medication it would get done.

I released all 5 of the medications that was ordered on Nov. 19th and ask about the Celebrex. I was then told it was available on Nov. 29th and told her to release it.

I then got phones calls asking for our permission to have medications released. We gave permission. We finally got the 5 prescriptions on Dec. 1st. On December 1st I checked again on the Celebrex and it still showed in process and upon calling them was told it would take up to 24 to 72 hours to fill the order. If I wanted it sooner I was again told I could expedite it for \$25.00.

On December 2nd when checking web page it stated that order was in process and that the payment dept. would be calling us.

They did not call and Paul called in and gave a credit card to pay for medicine before it could be released.

On December 5th we got the Celebrex and it was short 2 pills.

We counted the quantity twice. Once again we called them and they are to send us the pills BUT HAVE NOT received them.

We strongly feel that we had to do a lot of extra phoning to get our medications and with each call were given different information.

We feel that the representatives should be properly trained and all give the proper (same) information out the first time you call .

We would appreciate your input in regards to this complaint.

We are sure we are not the only ones that have experienced the same or similar issues.

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CC: S C Public Employee Benefit Authority Retirement Benefits