

AT&T Ameritech /SBC Retirees - We are AASBCR®

Blue Bulletin

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Proudly working on behalf of retirees of the Bell System and successor companies of the New AT&T, located worldwide

CVS/Caremark Errors and Corrections

Two AASBCR® members have recently encountered difficulties with CVS/Caremark, and were able to achieve satisfactory resolution of the problems by following proper procedures.

Problem Number One:

“My covered spouse was prescribed some expensive medications which cost \$685. The prescription was written by the doctor and received by Caremark on 12/20/09 and then faxed to Caremark on 12/29/09 and once again on 12/31/09 at 11:00 a.m. (because Caremark required additional information from the prescribing doctor).

Lisa, the Senior Resolution Specialist at Caremark said that the prescription must be in by 12/30/09 at 11:00 a.m. to be considered 2009 business. When I first talked to Caremark at the end of December, I was told to submit the prescription by the end of the year. The last version of the prescription was in Caremark’s hands on 12/31/09 at 11:00 a.m. - too late they said to be considered 2009 business!

Resolution:

I received a phone call from Vickie at CVS Caremark - her voice message states that they were very sorry; Caremark should have considered the \$650 plus bill a 2009 prescription and would refund my account \$604.55. Yes, CVS Caremark was true to its word and credited my account.”

Problem Number Two:

Retiree called CVS/Caremark and requested an RX. Instead of CVS/Caremark sending what he requested, an incorrect RX was sent to the retiree. They billed his credit card \$17.00 on January 2 of 2010. The retiree called back several times and requested a supervisor. No one returned his call! AASBCR® was then called.

Resolution:

Per AT&T HR: *“The issue with Caremark was a misunderstanding. The conversation between the Caremark rep and the retiree was pulled and it became clear that the rep had made an error. That’s why Caremark refunded the cost of the prescription.”*

If you feel that you have been treated unfairly, you need to pursue fair treatment with the benefits vendor by following proper procedures. How do you do that? First, call the vendor, note the date, time, and name of who you speak with. Ask for a manager if you are not satisfied with the answer. Note that person’s name as well. If that doesn’t result in a satisfactory answer, call AASBCR®.