

September 19, 2014

The Honorable Jackie Speier
211 Cannon House Office Building
Washington D.C. 20515

Dear Congresswoman Speier:

Thank you for your letter on September 9th to the President and CEO of CVS Caremark, Larry Merlo.

We have thoroughly investigated all aspects of the experience your staff member had both with our colleagues at our retail store as well as through our pharmacy benefit management service, CVS/caremark. We were very concerned to hear that the care and service we provided fell far short of expectations and – even more critically – that there was an inappropriate charge of a copayment related to a generic contraceptive prescription.

We appreciate your staff being available to receive a briefing on this matter as soon as your letter was received. As we have shared with your Chief of Staff and Legislative Assistant, the issue affected only one client for less than two months. It will be resolved and refund checks will be to affected plan members by September 26. In fact, refund checks have already started to go out and all should be received by October 1.

Most immediately, we have provided your staff a toll free number that will provide an avenue for questions and issues to be resolved for the affected plan members. Please be assured we are working to address the issues you have raised. Should you have any questions, please contact me directly at 202-772-3504. Thank you for working with us.

Sincerely,



Sol J. Ross
Head of Federal Affairs, CVS Health