

Pastors Kent & Heidi Happel
2142 Edgehill
Salina, KS 67401

To whom it may concern,

Heidi and I are pastors in the Evangelical Lutheran Church in America and my wife is disabled due to Multiple Sclerosis. I serve a congregation in Salina, KS and the ELCA mandates our insurance which I will also be writing to them concerning this issue.

Express Scripts is in charge of our prescription medicines and I have had issues with them in the past. In fact I do not use them for any of my meds because when I was first put on insulin for my diabetes, they refused to fill my prescription until I paid for my wife's meds which was over \$300 if I remember correctly. The problem I had with that was that it was still in the mail. We did not have the meds nor even a bill for me to pay and I do not pay anything like that unless I have a bill in hand or access to one.

When we moved to Salina, we actually went to a different pharmacy than B and K because they were approved by our insurance. B and K was also approved by our insurance so we ended up changing to them because they were more convenient for us and developed a relationship with their pharmacists. That relationship is very important to us, especially my wife because she has a number of allergies to meds with anaphylactic reactions.

Heidi's med allergies are life threatening. In fact, when we were in Illinois, she called her former pharmacist in Texas because she was having tightness in breathing after taking a 10 mg pill. She called him after getting the run around with the pharmacy that filled the prescription with zero warnings and he told her to get to the ER now. Within 45 minutes of taking that little pill, she was on a vent and I was sitting next to her telling her to breathe.

That is our history and because of that, we develop a close relationship with our pharmacists. My wife's life depends upon it. This past December, we received notice that we would have to switch pharmacies because Express Scripts said that B and K refused to sign a contract with them. In talking with Kynan Gibson, one of the pharmacists at B and K, we were told that B and K was never given that option. If I remember correctly, Kynan said that Express Scripts was cutting the independent pharmacies that they were willing to work with in half.

I believe it was the last day of December that we received a call from B and K stating that they had received a contract from Express Scripts and B and K had signed it. Obviously, we were thrilled. In early January, I went to fill some of my meds and was shocked at the bill. I refused to get my diabetes meds because I could not afford it and spent the next 1 ½ weeks trying to get it figured out while going without.

This part is so screwed up that I still don't understand it, but I called and talked to them and Kynan called and talked to them, and neither of us has any idea of what they are talking about. B and K did in fact sign a contract with Express Scripts. But Express Scripts refuses to cover any of our meds because they don't recognize that contract. Never mind the fact that Express Scripts is the one who sent the contract in the first place.

So in order to get our meds, we were forced to leave the pharmacists that we trust and have built a relationship with because some company wants to dictate who we use. Ever since Express Scripts held my insulin for ransom and Heidi has gone without meds because of them, we have not trusted them.

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