

Subject: Information <<#2221277-14395889-18578647#>>
From: "Leigh Nath" <AAMMailbox@CVSHealth.com>
Date: 8/8/2023, 6:37 AM
To: PHIL.RICE@MKGAPPRAISAL.COM
CC: AAMmailbox@cvshealth.com

Your Email Tracking ID is: 14395889

Good morning Mr. Philips,

My apologies for not getting back to you yesterday. I just needed one more piece of information. The information is below.

Here are the issues we discussed Friday.

You would like the name and license number of the pharmacist that did the final verification of rx # 157322870 for topiramate. **Response-** We are unable to provide this information.

You would like a duplicate label of this medication if possible. **Response-** We can send it as a piece of paper or on an extra bottle. Are you looking to attach the label to something else? Or is the label as a piece of paper ok? Please let me know. .

You want the name, mailing address and number of President of CVS/Caremark.

Response-

President of CVSHealth is Karen Lynch and address is below.

Presidential Response Unit
CVS Caremark
Customer Care - Office of the President
6950 Alamo Downs Parkway
San Antonio, TX 78238

Name and address of the owner of the pharmacy. The pharmacy is part of the CVS corporation.

I deleted phone # 970-235-0470 from your account per your request. I checked this morning and it is not on your account. **Response-** However, when eligibility is received from the client, your number may be included and added to the account. I have added a comment to never call you, you prefer email only.

You would like the number for the pharmacist in charge at Mt. Prospect, IL. **Response-** I have sent your information to the pharmacist in charge and they will contact you as soon as possible.

You've also had many concerns regarding counseling and it took a long time to speak with a pharmacist who is not licensed in the state of IL and not in compliance with the law. **Response-** As a corporation the law would be followed.

Have a good day.
Thank you,

Leigh N.
Member Advocate
CVS/Caremark
p 623-228-8689
Monday- Friday 7am - 3:30pm EST
AAMMailbox@CVSCaremark.com

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