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To: CONTACTLENSRULE
Subject: implementation

For the past two months we have been attempting to comply with the onerous demands of the Contact Lens Prescription law. Several patterns have emerged which should factor into your rules .

1. Telephone verification of Rx NEVER takes less that 20 minutes of staff time, and exceeding 30 minutes is not unusual. This is an undue burden. Most telephone verifications require extended time through the use of complex automated voicemail systems--easy for the discount Rx provider, cumbersome for us, costly for us. It is clearly structured this way to discourage us from actually completing the process, thereby allowing them to fill the Rx, which has always been their motive.
2. Furthermore, we have had several instances of repeated requests from the same company for the same invalid Rx; presumably they are hoping that we will ignore the repeat request and passively allow them to fill the Rx.
3. Fax verification would seem to create far less trouble. However, frequently the fax lines are busy, resulting in protracted delay in our transmitting the fax, and interfering with handling of other office business.
4. Thus far, the vast majority of contact lens Rx verification requests we have received are either for expired Rx or are inaccurate. Hence, the majority of these requests demand a time-consuming response.
5. To make matters worse, we have had several cases of patients--and some who people who have never been our patients-- ordering from one company, having it denied, and then proceeding to a second company, then a third, and so on. These cases create a blatant undue burden.

We do not object to providing patients with their Rx, just as we have no objection to them filling medical Rx at the pharmacy of their choice. The large companies who profit from the sale of contact lenses should be required to process "verification" (usually denial) with a minimum of the self-serving delays that are now the status quo.

Henry Schneider, MD

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