

From: Gary Mannheimer
Sent: Wednesday, March 10, 2004 6:28 PM
To: CONTACTLENSRULE
Subject: Multiple Rx requests

Dear Sir or Madam:

I am an optometrist in Colonial Heights, Virginia. On March 10, my office received a fax request from 1-800 Contacts for a contact lens prescription. The prescription was expired, and no doctor's name was listed. The patient had not been seen since 1999. The fax was promptly sent back, and "Rx expired" was written on the fax.

A short time later, another fax was sent to us from 1-800 Contacts that said we were in violation of the FCLCA. We sent a fax to them again, and this process was repeated until we had received four faxes from them.

We should not be receiving duplicate requests, and this places an undue burden on me and my staff. It takes time to pull records, verify information, and return faxes. It seems that if 1-800 Contacts does not get the response that they want, or maybe if it isn't in the format that they want, they start to harass you. Something needs to be done about this. Thank you.

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VA