

From: Gary Mannheimer
Sent: Thursday, March 11, 2004 10:55 AM
To: CONTACTLENSRULE
Subject: 1-800 Contacts fax form

Dear Sir or Madam:

From my experience receiving multiple faxes for the same patient from 1-800 Contacts, I have certain impressions that they are attempting to enforce their own rules concerning the FCLCA.

Their form requires that doctors provide them with complete Rx information even if an Rx has expired. From my reading of the Act, a notification that an Rx has expired does not require us to provide any further information. If the Rx has expired, of what legitimate use is any other information? There is no place on their form to indicate that an Rx has expired without giving them the full details of the Rx. This is a waste of my time, and is unnecessary. If I write on their form that the Rx has expired, they do not accept this as a proper response.

I hope the FTC rules make it clear that providers do not have to jump through a seller's hoops. If I am complying with the FCLCA, but not filling out a seller's form in the manner that they have determined is preferable for them, I should not be subjected to continued harassment by being sent multiple Rx requests and accusations that I am violating the FCLCA. Thank you.

Sincerely,

Gary S. Mannheimer, O.D.
Familv Vision Care
VA