

John Twadelle
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Dear Committee Members,

As an independent pharmacy owner, I have experienced the steering of my customers to pharmacy chains like never before. CVS Caremark (PBM), which manages numerous insurance companies has sent numerous letters to my customers late last year telling them we were not in their network. We had signed up online in the fall of 2020 with all the CVS caremark companies. Numerous calls to CVS caremark gave mixed responses. Test claims they did showed we were in some of there networks, Medicare.Gov website had us as a provider. Letters were sent to even retired State of Maine people advising them to drive from Gardiner to Augusta located chains for their best price. This was false information. Those people who received letters continue to be our customers and we continue to be in their network. This has been a disturbing experience for a small Pharmacy business trying to serve their customers and stay in business. Thank you for attention to this matter.