

From: [REDACTED]
To: [ETF SMB Board Feedback](#)
Subject: Odd thing happened
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An odd thing happened to me.

I got a request for documentation for a reimbursement for prescriptions. I have never had this request before so I called the company and asked what kind of documentation they needed. When I have gone to Walgreens to fulfill my prescriptions they just go through and the doctor is notified if more information is needed.

I filled my prescriptions through the mail order Froedtert Pharmacy. The pharmacy checked with the doctor and the pharmacy people before filling. Now the request says they never authorized the purchase and they will not pay unless this is an authorized purchase. I never got a receipt as this is mail order.

I asked what information they needed as I did not get a receipt as it was mail order. The customer service said that I should have gotten a receipt. I tried explaining that I did not and the person did not understand me. I asked to speak to a supervisor and was told no one was available for over 20 minutes. I said I would call back. I went online to use the chat feature and was told they did not have a complaint area. I would have to use their app. I still do not know what information I need.

I called the pharmacy and they are sending a receipt via snail mail but it takes about 2 weeks.

Why do I need a receipt when I have never been asked for one before? How can I get a prescription filled without authorization? This seems highly irregular.

Louisa Eastman

[REDACTED]