

Dear Dr. Taavoni,

Have a beautiful Spring!

You were great. D was helped so much by your insights, your advice, and your very presence.

Grateful hugs,

Kathy

PS When we were together I didn't have time to tell you that someone in your office — Carla— helped tremendously several days ago when I had a problem re David's medications.

I had called Walgreens to make sure prescriptions were ready for pick-up.

Yes, they were, but the cost would be \$425, (That's about \$416 more than in the past many years).

I called Aetna, the Medicare Part D insurer to inquire. The Aetna rep said that I would have to fax the entire MPOA, then, if that was accepted, fill in many forms that would have to be sent them by mail and then be assessed by a committee. All this would take many months.

So I called DMHC. The person I spoke to said that she didn't know how to help, but she would transfer me to Carla.

I explained everything to Carla, who said she would try to solve this dilemma.

After a few hours she called me back, telling me to go straight to Walgreens. She would wait by the phone and if anything went wrong she would talk to them directly.

I drove there without delay.

The meds were priced at \$8.

Amazing! (Although what it says about insurance companies — at least Aetna — is not very trust-inspiring.)

What a wonderful staff you have. Carla is outstanding. Her skill and her kindness are rare and beautiful.