

**From:** [Wolfmayer, Ann](#)  
**To:** [E-OHPSCA2713.EBSA](#)  
**Subject:** Patient Protection and Affordable Care Act Public Law 111-148  
**Date:** Tuesday, September 14, 2010 1:06:40 PM

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To whom it may concern:

As a tobacco cessation program office coordinator, one of my tasks is to review insurance coverage and pharmacy plans for coverage of tobacco cessation counseling and also tobacco cessation medications such as Chantix, Nicotrol Inhaler and over the counter medications such as nicotine patch. On average I spent 30-40 minutes per coverage (patient) to request coverage and co-payments, many times the patients gets in the correct information from the insurance company such as a medication is covered and they get to the pharmacy and they are told it is not covered. Some times a prior authorization is required after they get to the pharmacy, this delays the patient from starting treatment, the prior auth can take up to 7 business days.

The patient most often stops the plan to stop smoking they get scared that they will have to spend a lot of money. When I phone the patient at a four week or six month follow up which is part of our treatment plan, they will tell me they would of kept coming and used medication but were afraid the debt they would incur....mean while they were covered for counseling and medications....its seems to me that so much time is wasted and then the preventable care the patient could have received is not being done.

Best regards,  
Ann Wolfmayer  
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