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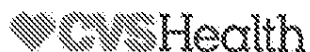
July 27, 2017

Re: 15 CSR 9 Comments

The Board received a comment on 15 CSR 9 from CVS Health. The Board did not accept the recommendation but did amend the change pursuant to the comment.

Sincerely,

Ryan L. Hatfield  
General Counsel



**John Long**

Director Regulatory Affairs, CVS Health

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**Via Electronic Mail**

July 18, 2017

Ryan Hatfield JD  
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The West Virginia Board of Pharmacy  
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**Re: Written comments 15CSR1 Licensure and Practice of Pharmacist Care; 15CSR9 Disciplinary Procedures**

Dear Mr. Hatfield,

I am writing to you in my capacity as Pharmacy Regulatory Affairs Director for CVS Health and its family of pharmacies located across the country. CVS Health appreciates the opportunity to submit comments on the West Virginia Board of Pharmacy ("Board") proposed amendments to existing rules and would like to thank the Board for their constant vigilance to continuously improve regulations that enhance patient care and guide the practice of pharmacy in West Virginia.

Through our integrated offerings across the spectrum of pharmacy care, we are uniquely positioned to provide greater access to care, engage plan members in behaviors that improve their health, and lower overall costs for health plans and their members. CVS Health provides multiple points of care to patients via our retail, mail, infusion, long-term-care, specialty pharmacies and MinuteClinics.

Below please find comments.

**Board of Pharmacy Rule 15CSR9 Disciplinary Procedures :**

**15-9-2 Complaint Procedures**

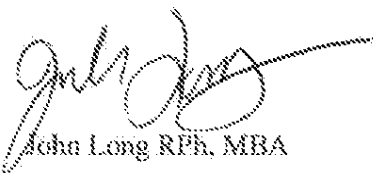
~~2.6.2. The board shall provide copies of complaint forms and other available evidence to the licensee or registrant against whom a complaint is filed when the licensee is invited to appear before the complaint committee to address the complaint.~~

*Comments:*

If the licensee is invited to the complaint committee meeting to provide full transparency the licensee should be provided all copies of the complaint forms. CVS Health requests not to eliminate this language from the proposed amended rule. CVS Health believes that a licensee should be made aware of the grounds for which they are being disciplined.

CVS Health appreciates the opportunity to submit comments for the proposed amended rules for the West Virginia Board of Pharmacy. If you have any questions, please contact me directly at 614-572-9008.

Best regards,



John Long RPh, MBA

Director, Regulatory Affairs CVS Health