



Ron Romano
Ombudsman
Vice President, Consumer Affairs
Tel (617) 246-3610 Fax (617)
246-3616
ronald.romano@bcbsma.com

December 20, 2002

Dear Ms. Millican:

Thank you for your letter of December 12th. I wanted to send this brief acknowledgment to you to let you know we did receive it. I appreciate the amount of time you put into detailing your experiences with Lupron, and understand how strongly you feel about the issue.

While I can't guarantee that your letter will launch a formal investigation into the costs or effects of Lupron, I have passed it along to leaders in our pharmacy and clinical quality programs, as well as the Office of the Chief Medical Officer. It seemed to me that these folks would best be in a position to decide what action, if any, we might take.

I hope this response finds you well, and enjoying the holidays. Thank you again for writing.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ron Romano".

Ron Romano