

REPORTING CONTACT LENS ISSUES

- **My patient bought contacts illegally (such as with an expired Rx, purchased without a prescription in store or online, alternative brand was filled, etc.) – WITH or WITHOUT a health complication:**

STEP 1:

File a complaint with the **KY Attorney General’s Consumer Protection Division** (see sample below)

- Either submit an [Online Complaint Form](#) or call 502-696-5389 for paper form.
- The following statutes are within the Kentucky Protection Act ([KRS Chapter 367](#)) that govern the sale of Contact Lenses in Kentucky. Reference the laws in your complaint as needed. (Click on the blue KRS links below to read the laws)
 - [KRS 367.683](#) – Verification of Contact Lens Prescription
 - [KRS 367.686](#) – Restriction on Sale/Delivery to Kentucky Residents by Nonresidents
 - [KRS 367.687](#) – Registration of Nonresident Mail Order Sellers with the KY AG
 - [KRS 367.682](#) – Expiration of Contact Lens Prescription

Sample information for AG Complaint:

Will need business information for complaints:

- *Official name*
- *Company address*
- *Company phone*
- *Company email*

Suggested language for complaint:

- *I am an eye doctor. I treated a patient on (date) for (condition). The patient had purchased contact lenses without a prescription from (vendor). This is a mail-order contact lens company which operates in violation of the following laws:*
 - *KRS 367.683: Requiring all mail order contact lens sellers to verify a contact lens prescription.*
 - *KRS 367.686: Sale of contact lenses to KY resident requires a valid contact lens prescription.*
 - *KRS 367.687: Requires sellers to register with the AG. Is the seller currently registered?*

STEP 2: [Report](#) unlawful sales of medical products on the internet to the **FDA**.

STEP 3: [Report](#) suspicious business practices with the **FTC** complaint assistant.

STEP 4: Report suspected FCLCA or Contact Lens Rule violations to **AOA** via aoa.org/StopIllegalCLs

STEP 5: Notify the **KOA** by emailing dinahbevington@kyeyes.org

- **If the patient did have a medical complication from the use of illegal contact lenses, please continue to the next step:**

STEP 6:

To report adverse reactions or medical problems with contact lenses, either call the FDA Consumer Report Hotline for KY at 800-437-2382 (toll free) or report the contact lens related injuries/infections to FDA’s [MedWatch](#).

STEP 7: To help with better tracking at the federal level through insurance reporting, it is essential that doctors are appropriately coding patient incidents that are directly related to contact lens problems. In 2021, an adverse event code was added for contact lens complications: Y77.11. Learn more here: [Coding and contact lens safety | AOA](#)