

Meltdowns



TIP: Regardless of how strong you are or how prepared you are, sometimes a single word or look can trigger a meltdown when you least expect it. It's okay. No one can be strong every single minute of every day.

Right from the beginning, I was able to maintain focus and stay in control. Then the unthinkable happened.

I was talking on the phone with a customer service representative from the pharmacy of our health insurance company. I had just received a letter stating that my refill for Boniva had been denied. Boniva is the once-a-month pill for osteoporosis. When I asked why I was not able to get a refill, especially since I had been taking it for over a year, I was told in a rather firm voice, “*You have been declined.*”

I have always been well known for being calm and easygoing; rarely do I ever raise my voice or lose my cool. Without warning, the floodgates opened and I barely stopped short of sobbing uncontrollably. “I can handle feeling old and post menopausal. I can even handle being told I have breast cancer. But I can't handle being told I've been *declined* a prescription refill for medication that will help me be like Sally Field.” Since my only audible sounds were no longer recognizable, I hung up. Never in my life have I ever been so thoughtless as to hang up on someone.

After several minutes my phone rang. It was the customer service rep calling back. She told me that her mother was a breast cancer survivor, and she wished me well. She explained that the denial had nothing to do with me personally, but that my insurance company no longer approved Boniva for anyone. I really appreciated the fact that she took the time to call me back, especially after being on the receiving end of my meltdown.