

PHARMACY BENEFIT MANAGERS OVERSIGHT



The Department is committed to enforcing the law, investigating instances of non-compliance and helping Pharmacy Benefit Manager (PBM) entities achieve regulatory compliance in Idaho.

NUMBER OF REGISTERED PBMs IN IDAHO

55 / 22

ACTIVE

INACTIVE

144

COMPLAINTS SUBMITTED
(SINCE 1/1/2025)

46 / 72

CURRENT OPEN
CASES

RESOLVED
CASES [29 Complaints
43 Inquiries]

Top 5 Complaints Against PBMs

1. Dispensing Fees
2. Mac Appeal Review
3. Adjudication Fee Review
4. Retroactively Denied /
Reduced a Claim After
Adjudication
5. Contract Dispute

10 ADMINISTRATIVE
ACTIONS FILED

2 PENDING
ADMINISTRATIVE
ACTIONS

8 CASES SETTLED



[Complaint Form
Link](#)

[Dispensing Cost
Survey](#)

\$131,000

IN FINES AND RECOVERIES