

# 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

**57** / **24**  
ACTIVE INACTIVE

**421**

COMPLAINTS SUBMITTED  
(SINCE 1/1/2025)

**51** / **130**

CURRENT OPEN  
CASES

RESOLVED  
CASES

[ 76 Complaints  
54 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

**18** ADMINISTRATIVE  
ACTIONS FILED

**8** PENDING  
ADMINISTRATIVE  
ACTIONS

**10** CASES SETTLED



[Complaint Form  
Link](#)

[Dispensing Cost  
Survey](#)

**\$179,000**  
IN FINES AND RECOVERIES