

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

423

COMPLAINTS SUBMITTED
(SINCE 1/1/2025)

50 / **131**

CURRENT OPEN
CASES

RESOLVED
CASES [76 Complaints
55 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