

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

58 / 24

ACTIVE

INACTIVE

535

COMPLAINTS SUBMITTED
(SINCE 1/1/2025)

21 / 171

CURRENT OPEN
CASES

RESOLVED
CASES

[104 Complaints
67 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

7

PENDING
ADMINISTRATIVE
ACTIONS

11

CASES SETTLED



[Complaint Form
Link](#)

[Dispensing Cost
Survey](#)

\$179,000

IN FINES AND RECOVERIES