

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 / **25**
ACTIVE INACTIVE

543

COMPLAINTS SUBMITTED
(SINCE 1/1/2025)

18 / **187**

CURRENT OPEN
CASES

RESOLVED
CASES

[105 Complaints
82 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

17

ADMINISTRATIVE
ACTIONS FILED

6

PENDING
ADMINISTRATIVE
ACTIONS

11

CASES SETTLED



[Complaint Form
Link](#)

[Dispensing Cost
Survey](#)

\$399,000
IN FINES AND RECOVERIES