PHARMACY BENEFIT MANAGERS OVERSIGHT



IDAHO DEPARTMENT OF INSURANCE
Dedicated to Serving and Protecting Idahoans

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 ACTIVE / **25** INACTIVE

548
COMPLAINTS SUBMITTED (SINCE 1/1/2025)

16 CURRENT OPEN CASES / **195** RESOLVED CASES [108 Complaints, 87 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]

Legal Complaints Include Dispensing Fees & Reporting Compliance

$399,000
IN FINES AND RECOVERIES

11/16/2026