Community pharmacists describe PBM copay clawbacks on patients

“Got one today. [PBM] charging a patient $125 for a generic drug and take back $65 from the pharmacy. If paid cash the cost to the patient would have been $55.”

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“Simvastatin 90-day charged the patient $30 more than cash price.”

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“A patient with [PLAN] insurance had a large deductible. She was prescribed Abilify that had her paying over $500 for the generic product but a clawback of over $200.”

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“[A] patient copay is over $50 and the clawback is over $30 all for a drug where our cash price would only be $15.”

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“Multiple claims after the first of the year from these carriers forced us to collect a $200 copay for medications that cost us less than $20, then send the money directly to the PBM. These were medications that patients were paying less than a $40 copay previously.”

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“I have seen [plan] take over $400 in a clawback from a $1,010 copay on one script. I also had a patient pay $95 for a $5 med with an $85 clawback.”

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“Price to the patient: $75. Price for cash: $25. This is how our wonderful PBM system functions.”

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“The ones that make me the most upset is the Champ/VA claims. Seeing our disabled veterans families paying more than they should is horrific. Many times these fees are multiple times our net margin, even a negative reimbursement at times. One recent copay of $30 where we sent $27.55 back to [PLAN] left our margin at $1.58.”

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“Same patient, same day, five prescriptions. … Total copay $146.89. Total clawback $134.49. Total price of the five prescriptions $12.40. Our gross profit on these five drugs $3.79. These are all maintenance medications for this patient.”

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“Recently filled a bupropion xl 150 script for 30 tabs. Cost is $17.15. PBM required us to charge a patient $47.10 and then took back $35.

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“There are probably more than 20 claims a day where they ‘clawback’ the copays. It’s really like robbing the patient in my opinion.”

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“Metformin 500mg came back with $50 copay our retail cost $10.98.”

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“A $2 drug costing the patient $30 with the clawback.”

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“$60 copay for a nose spray that costs less than $20. We made $2-3 and the rest went back to the PBM.”

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“Ibuprofen for a patient would have a $15 copay meanwhile he could have bought if for ‘cash’ for $4. The insurance clawback was $12.75”