

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.”

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

“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.”

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

“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.”

“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.”

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

“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.”

“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.”

“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.

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

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

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

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

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