

## **PBM Audits Steal Money From Pharmacies, Take Time Away from Patients**

- The auditor disallowed a handwritten prescription for a high dollar medication and attempted to recoup the payments from every refill because "in his opinion, the prescription was written out by someone other than the practitioner who signed it." The script had been written (documented) by the physician's nurse due to his poor penmanship and signed by the physician. Despite thorough follow up documentation of the legitimacy and accuracy of the prescription, the payments were recouped in full.
- A physician once stamped his DEA number on a prescription for a \$1000 med that the patient received. The PBM took the money back even though the patient got the meds, because they wanted the doctor to preprint the DEA# on the prescription pad. However, this was a new doctor at that group practice and the office manager did not have enough time to preprint thousands of pads at the print press.
- Doctor spelled the patient name incorrectly, and they refuse to pay the prescription and all refills
- Audited 4 months ago by ACS for Humana patients. They Found only one mistake and that was [that the] clinic NPI was used on physician name. Two years ago NPI was not available online, so we called the doctor's office to get his NPI. They gave us the clinic NPI. We do not have a way to find how many NPI's do not match with our physician profile. So we were using the same NPI for one doctor for [the] last 2 years. Humana or ACS never corrected us either. Unfortunately it was all AIDS medication ( very expensive ). Now they want \$16,000 back for using wrong NPI. To appeal we went to [the] doctor's office and they filled out [a] form that [the] insurance required us to get from [the] doctor's office to make sure that they were legitimate prescriptions and sent it to ACS for further clarification. ACS denied our appeal twice and wants to recoup money now. I called Humana and left messages several times and never heard anything back. I can not go to court because it would cost me too much and I do not have this amount that I can pay them easily. Very discouraging.
- Doctor wrote prescription for 1 bottle of a liquid maintenance medication, we dispensed 1 month's supply. They claimed we should've only given 14 days worth and took all the money from the claim back, even though the patient received the whole prescription. They took all the money back for the life of the prescription (11 refills, or 12 months).