

TRUTHRX.ORG

Monique Whitney &lt;monique@truthrx.org&gt;

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## Ohio Department of Insurance - PBM Response

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**Molly.Mottram@insurance.ohio.gov** <Molly.Mottram@insurance.ohio.gov>  
To: "Monique@TruthRx.org" <Monique@truthrx.org>

Fri, Apr 10, 2020 at 7:03 AM

Hello Monique,

We received your letter and thank you for reaching out on this matter. The Department has issued several bulletins over the last few weeks in order to address the evolving situation regarding COVID-19. Specific to your questions, attached is a bulletin we issued last week regarding PBM Audits (attached).

You can find the other bulletins we have issued on our website:

<https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/communications/resources/insurance-relief-for-ohioans>.

We also want consumers to call us if they are having trouble so that we can troubleshoot the individual issue. On our webpage, it explains how consumers can get in touch with us, given our status of teleworking: <https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/communications/resources/how-to-contact-us>. To file a complaint, email the consumer services division at [Consumer.Complaint@insurance.ohio.gov](mailto:Consumer.Complaint@insurance.ohio.gov).

Thank you and stay healthy,

Molly Mottram

Molly Mottram

*Stakeholder Program Coordinator – Mental Health Outreach*

**Ohio Department of Insurance**

[50 W. Town Street](#)

Third Floor – Suite 300

Columbus OH 43215

P: (614)644-3354



**COVID-19 Resources:**

Ohio Department of Insurance Website: <https://insurance.ohio.gov/wps/portal/gov/odi/about-us/divisions/communications/resources/insurance-coronavirus-covid-19>

Inbox for COVID-19 legislative inquiries: [questions@governor.ohio.gov](mailto:questions@governor.ohio.gov)

Ohio Department of Health COVID-19 Hotline: 1833-4-ASK-ODH

Ohio Department of Health COVID-19 Website: <https://coronavirus.ohio.gov/wps/portal/gov/covid-19/>

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**2 attachments**

 **Signed Bulletin-TEMPORARY SUSPENSION OF PHARMACY AUDITS.PDF**  
77K

 **Monique Whitney Letter Pharmacies United 4.9.20 (004).pdf**  
1062K