
Requesting Your Assistance with PBM-Pharmacy Problems during COVID-19

McCracken, Cheranne, RLD <Cheranne.McCracken@state.nm.us>
To: Monique Whitney <monique@truthrx.org>

Tue, Mar 31, 2020 at 6:36 AM

Hello Monique,

Thank you for the communication - this was passed on to a local pharmacist's association and HSD contact.

Thank you,

Cheranne McCracken, RPh
Executive Director/Chief Inspector
New Mexico Board of Pharmacy
505-222-9841 Direct
505-222-9845 Fax
cheranne.mccracken@state.nm.us

[Quoted text hidden]

FW: [EXT] Requesting Your Assistance with PBM-Pharmacy Problems during COVID-19

McCracken, Cheranne, RLD <Cheranne.McCracken@state.nm.us>

Tue, Mar 31, 2020 at 9:40 AM

To: Monique Whitney <monique@truthrx.org>

Hello Monique,

FYI.

Thank you,

Cheranne

From: Dale Tinker <daletinker@cs.com>

Sent: Tuesday, March 31, 2020 8:59 AM

To: McCracken, Cheranne, RLD <Cheranne.McCracken@state.nm.us>

Subject: Re: [EXT] Requesting Your Assistance with PBM-Pharmacy Problems during COVID-19

I am sending a request to pharmacies and hope to get some answers to see the impact here. I believe most PBM's have discontinued audits, including desk audits, except in the case where there is suspected FWA.

Here is what I sent to our member pharmacies a few minutes ago:

Please respond to these questions today so they can be addressed on our call this afternoon.

Are you experiencing the following from PBM's:

1. Routine pharmacy claims audits resulting in diverted attention from patients

2. Transaction and other miscellaneous fees restricting cash flow and obstructing pharmacies' ability to keep inventory on the shelves and available to patients

3. Drastic below-current acquisition cost reimbursements on medications without reference to market fluctuations caused by increased demand

4. Inability to administer FDA-approved vaccines and provide other routine care that could ease the burden on hospitals, clinics, and emergency rooms

5. Letter from a PBM regarding mailing prescriptions to patients.

I believe number 4 above is more a function of social distancing but please let me know if there are reimbursement barriers. Please be as specific as possible (statements from your PBM or PSAO limiting your abilities).

We are aware of the shortage of personal protection equipment but please let me know how you are responding to patient care while trying to keep you and your staff safe!

Dale

Dale Tinker, Executive Director, FFSMB

New Mexico Pharmacists Association

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-----Original Message-----

From: McCracken, Cheranne, RLD <Cheranne.McCracken@state.nm.us>

To: tinker, dale <daletinker@cs.com>; Zamora-Martinez, Deborah, HSD

Sent: Tue, Mar 31, 2020 7:34 am

Subject: FW: [EXT] Requesting Your Assistance with PBM-Pharmacy Problems during COVID-19

Good morning,

Please see forwarded.

Thank you,

Cheranne McCracken, RPh

Executive Director/Chief Inspector

New Mexico Board of Pharmacy

505-222-9841 Direct

505-222-9845 Fax

cheranne.mccracken@state.nm.us

From: Monique Whitney <monique@truthrx.org>
Sent: Monday, March 30, 2020 7:51 PM
To: McCracken, Cheranne, RLD <Cheranne.McCracken@state.nm.us>
Subject: [EXT] Requesting Your Assistance with PBM-Pharmacy Problems during COVID-19

Dear Ms. McCracken,

While the COVID-19 pandemic rages on in your state, some of your most vulnerable pharmacies are dealing with "business as usual" anti-trade practices by pharmacy benefit managers (PBMs). We are writing to you today to ask for your assistance to temporarily stop the following practices until the public health crisis is contained:

- **Routine in-person and "desk" pharmacy audits**
- **Fees charged to, collected and/or "clawed back" from pharmacies by PBMs** for the submission and processing of reimbursement claims
- **Reimbursing pharmacies for medications dispensed below the current market-based acquisition cost**, especially as shortages of certain drugs have driven costs higher than would normally be charged

We also ask for your assistance with **allowing pharmacies to be able to administer FDA-regulated vaccines and to provide certain routine clinical services** such as "test-and-treat" for common ailments like strep throat. Lifting restrictions during the pandemic will help ease the burden on the healthcare system as your state and others respond to the COVID-19 emergency.

Please see the attached letter which was also sent to your Governor and Commissioner of Insurance. We have also included a brief 4-point plan for addressing these requests during the pandemic and set up a webpage with supporting resources at [TruthRx.org/Covid19Response](https://truthrx.org/Covid19Response).

Should you have any questions I can be reached any time on my mobile at (505) 480-4150.

Extraordinary times call for extraordinary measures. Community pharmacies are the patients' first line of defense and are ready, willing and able to help ease the burden facing the medical system.

Thank you for your time, attention and assistance with this matter.

With appreciation,

Monique Whitney

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Monique M. Whitney, MBA

Executive Director

Pharmacists United for Truth and Transparency

m. 505-480-4150



PHARMACISTS UNITED FOR
TRUTH AND TRANSPARENCY