

## Survey Report Details

### Florida Medicaid MCO Pharmacy Survey

#### 1. What county is your pharmacy in?

Number of responses: 123

#### 2. How long has your pharmacy been open?

(please specify the years & months open since the original owner opened the pharmacy)

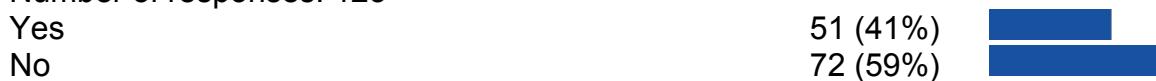
Number of responses: 123

#### 3. How many stores do you own or have a partnership stake in?

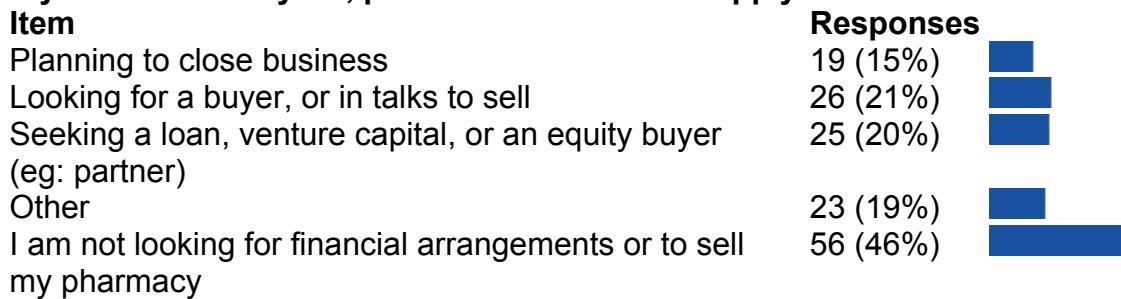
Number of responses: 123

#### 4. Are you in discussions to sell / close one or more of your pharmacy locations, or making some similar form of financial arrangements?

Number of responses: 123



#### 5. If you answered "yes", please indicate all that apply:



#### 6. Did you take advantage of an SBA Economic Disaster program or Federal PPP Loan due to the COVID-19 crisis?



#### 7. If you applied for a form of economic disaster assistance due to the COVID-19 crisis, do you feel you would still have needed to apply if reimbursements were paid at fair, equitable levels?

Number of responses: 119



#### 8. Are you currently a Medicaid provider?

Number of responses: 123



#### 9. If you were to combine the number of prescriptions you fill for both Medicaid fee-for-service

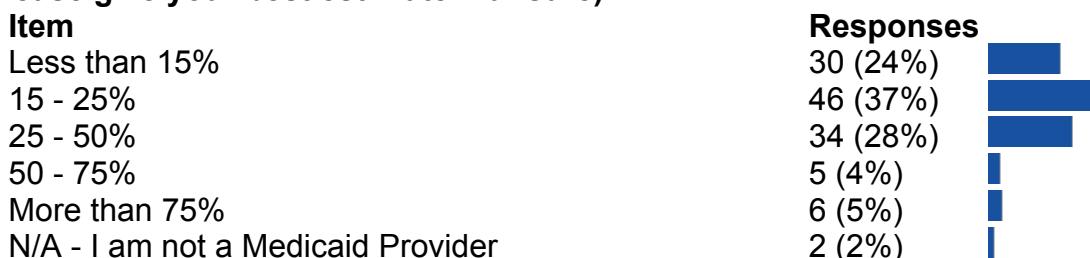
**and Medicaid MCO, what would the percentage of your pharmacy's prescriptions be for Medicaid patients? (Please estimate if unsure)**



**10. Is your pharmacy regularly being prevented from maximizing possible wholesale concessions on generics from your distributors due to Medicaid or PBM forced brand name medication requirements?**



**11. What percentage of your business is Medicaid Managed Care (MCOs)?  
(please give your best estimate if unsure)**



**12. It is normal for PBMs to pay our pharmacy \_\_\_\_\_ for each claim.  
(please check all that apply)**



**13. If you normally receive MAC pricing and are being under-reimbursed on acquisition cost, have you appealed to the PBM?**



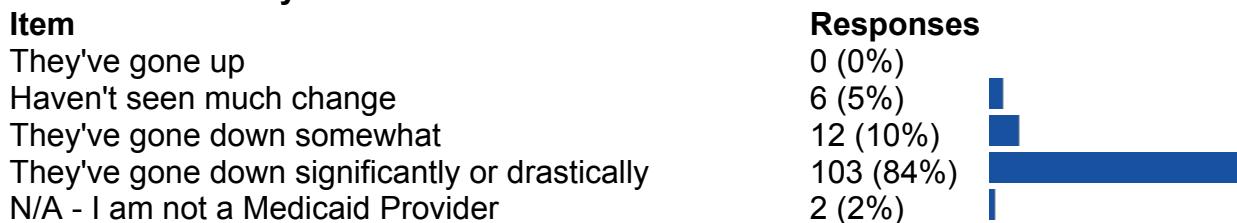
**14. If 'yes', did appealing the under-reimbursement change the outcome?**

Number of responses: 109

**15. If 'no' why did you choose not to appeal?**

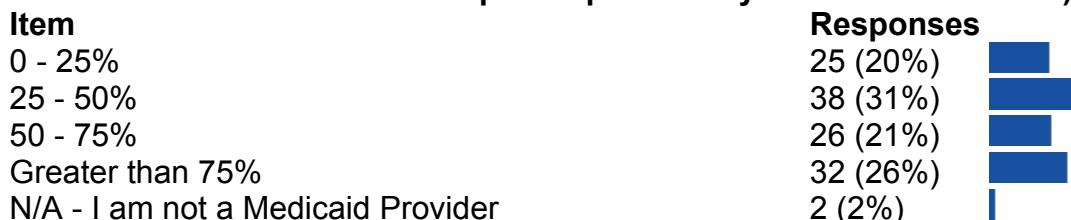
Number of responses: 45

**16. Please describe your current Medicaid MCO reimbursements.**



**17. Not including cost to dispense, what percentage of your Medicaid MCO prescriptions do you estimate that you are being paid below cost of the drug?**

(Please reference Medicaid MCO prescriptions only - Estimate if unsure)



**18. Including true cost to dispense and assuming a \$10 dispensing fee, what percentage of your Total prescriptions do you estimate are being paid at below cost?**



**19. What is your average profit margin, per prescription, for all Medicaid MCOs?**

Number of responses: 123

**20. Are you aware of any back end transaction fees PBMs are subtracting per prescription (and sometimes on rejected claims) from your remittances?**

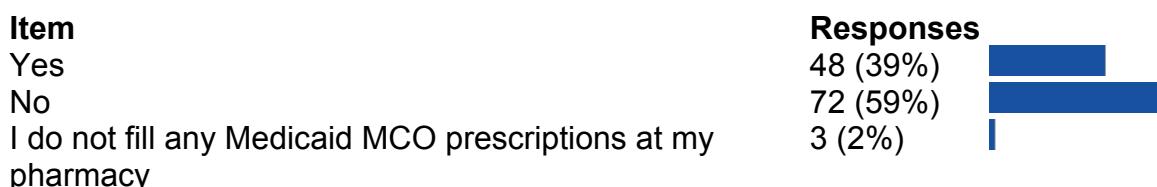
Number of responses: 123



**21. If yes, please estimate what back end transaction fees are costing your pharmacy per month.**

Number of responses: 123

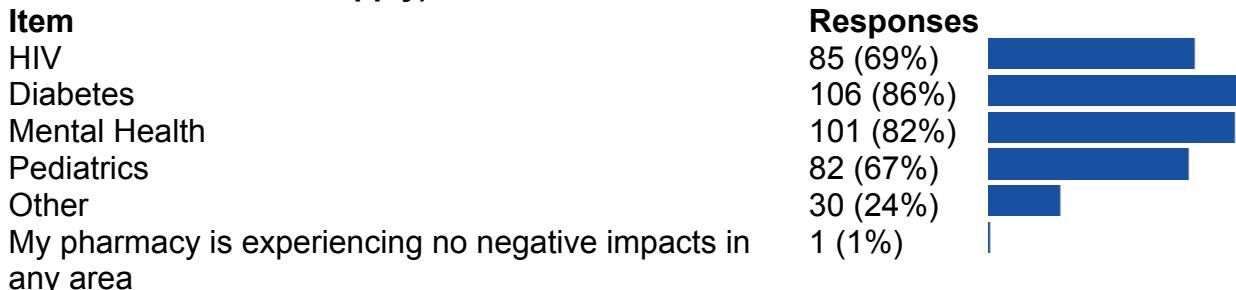
**22. Have you ever attempted to calculate how much money your pharmacy is losing with Medicaid MCOs?**



**23. If you have attempted to calculate the loss, please generally estimate how much more revenue your small business pharmacy would be earning on an annual basis without filling Medicaid MCO prescriptions.  
(please use drug acquisition cost + a \$10 dispensing fee to compare the difference)**

Number of responses: 56

**24. On what patient groups' medications are you being Most negatively impacted?  
(please indicate all that apply)**



**25. If you indicated "other", please list the patient group areas of negative impact below.**

Number of responses: 29

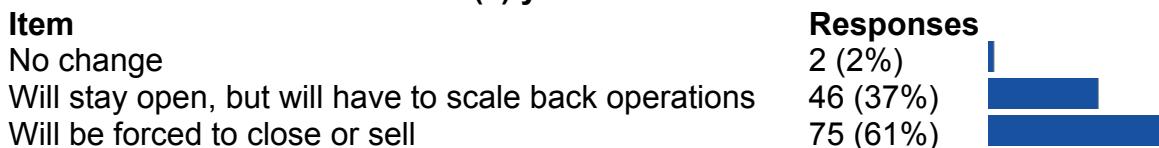
**26. Please list the main prescription drugs your pharmacy loses the most money on.  
(out of both generic and brand)**

Number of responses: 91

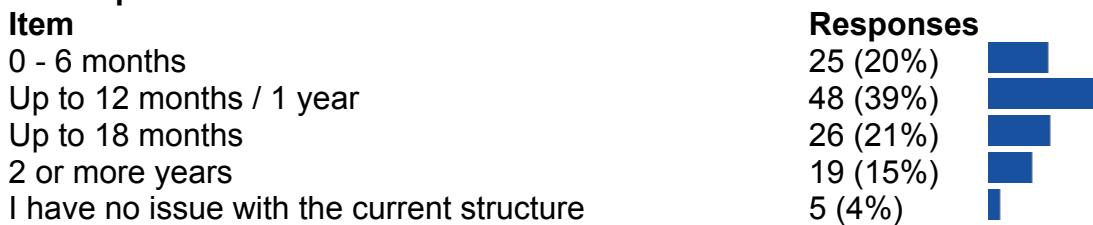
**27. Considering brand medications only, please list the main brand prescription medications your pharmacy loses money on.**

Number of responses: 90

**28. Under the current Medicaid MCO reimbursement structure, what impact do you foresee on your business over the next two (2) years?**



**29. If the current Medicaid MCO structure will cause you to close or sell, how long can you sustain operations under the current reimbursement rates and structure?**

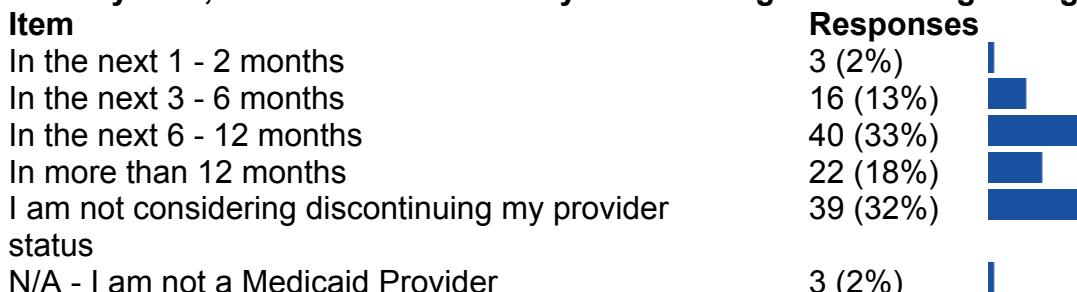


**30. If there are no changes to the current system, are you considering discontinuing your Medicaid Provider status?**



No, because the majority of my community business is Medicaid	34 (28%)	
My pharmacy is currently not a Medicaid Provider	1 (1%)	

**31. If you are considering or planning to discontinue your Medicaid Provider status due to the current system, in what time frame do you see doing so if nothing changes?**



**32. Have you been denied the ability to 'pre-fill' and/or fill a 90-day supply by an MCO PBM for a Medicaid MCO patient?**

(during the COVID crisis)

Number of responses: 123



**33. If yes, denied by which PBM / MCO? (please select all that apply)**



**34. How many Medicaid patients are you forced to turn away each week because your  
pharmacy is not "in-network"?**



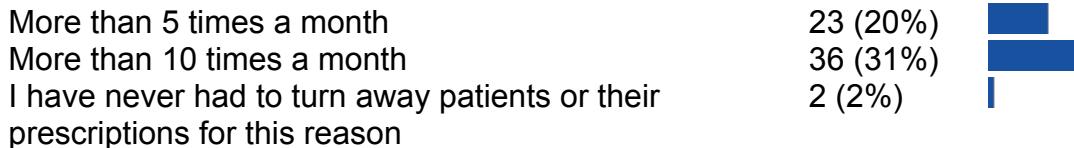
**35. Have you ever been forced to turn away a patient or their prescription because the net loss  
to your pharmacy would be too high?**

Number of responses: 123



**36. If 'yes', how often does this happen per month?**





**37. Have you or your pharmacy ever had an experience where you were the only area pharmacy with a needed medication, but were not "in-network"?**



**38. If 'yes', please describe the outcome of that situation.**

Number of responses: 62

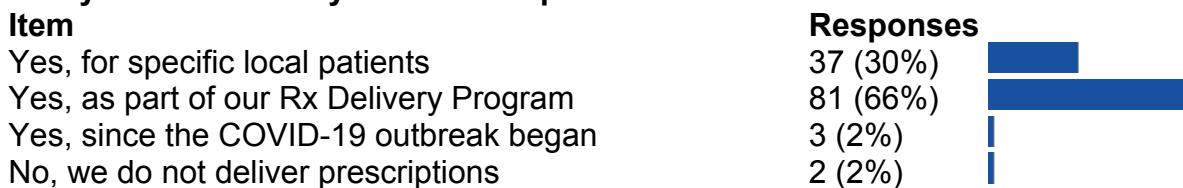
**39. Which MCO(s) are you Not considered "in-network" for, if applicable? (please list)**

Number of responses: 77

**40. Have you personally experienced a situation where your pharmacy's Not being "in-network" contributed to a patient requiring hospitalization or experiencing an adverse outcome? If so, please describe the situation.**

Number of responses: 53

**41. Do you offer delivery to Medicaid patients?**



**42. Has your pharmacy increased home delivery for Medicaid / MCO patients since March 1, 2020?**

Number of responses: 123



**43. What percentage of increase in delivery since this same time period last year? (please estimate if unsure)**



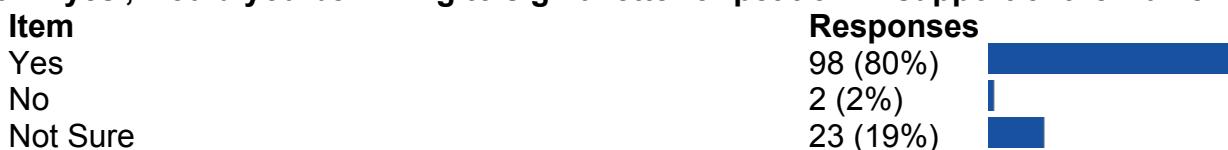
**44. Has there been an increase in your business overhead and payroll costs due to increased delivery needs during COVID? If so, please estimate the amount of business costs increase you've experienced.**

Number of responses: 88

**45. Would you be supportive of AHCA requesting that CMS allow a waiver for home delivery of patient Medicaid prescriptions retroactively to March 1, 2020?**



**46. If 'yes', would you be willing to sign a letter or petition in support of the waiver?**



**47. What do you think AHCA can or should do to allow your pharmacy into the MCO closed or narrow networks so that you can serve ALL of the patients in your community?**

Number of responses: 85

**48. Are there any ideas you would like to share with Medicaid or AHCA to help their patients/programs ensure access to pharmacies with a more fair and equitable reimbursement system, give patients better access to pharmacies, etc.**

Number of responses: 59

**49. Any additional comments?**

Number of responses: 36

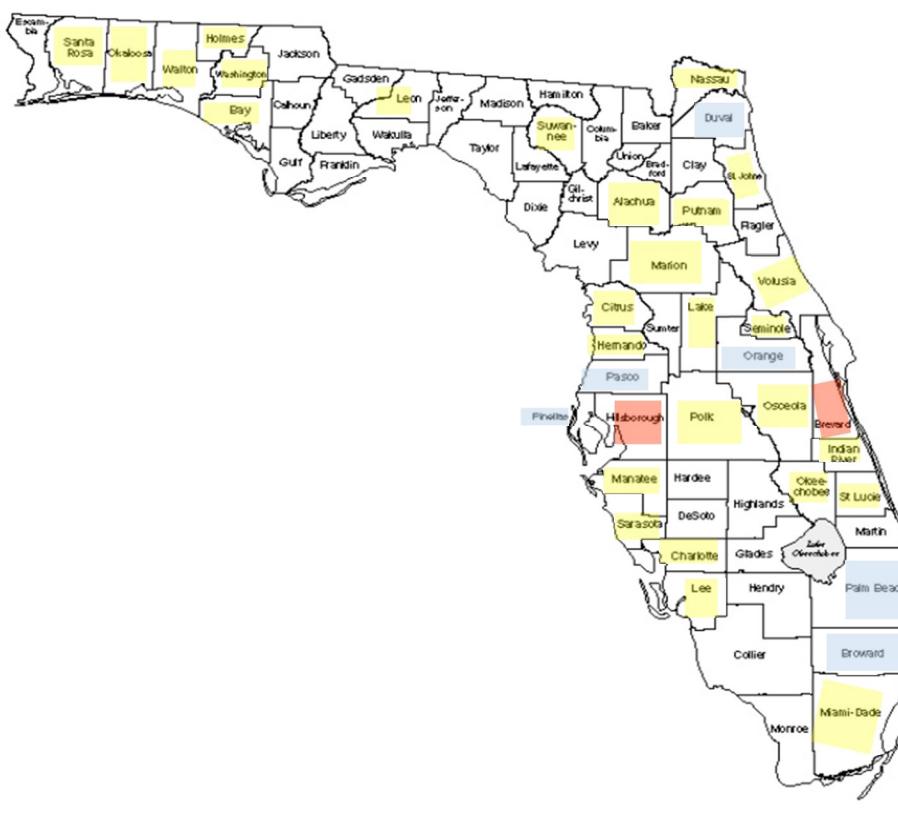
**50. If you would like to share your name and/or the name of your pharmacy please do so here. Otherwise, click 'Submit' (Not Required)**

Number of responses: 36

## FL Pharmacy MCO Survey

Responding Pharmacy Counties

Alachua	1
Bay	2
Brevard	10
Broward	8
Charlotte	2
Citrus	2
Duval	7
Hernando	2
Hillsborough	13
Holmes	1
Indian River	1
Lake	4
LEE	2
Leon	3
Manatee	3
MARION	1
Miami Dade	5
Nassau	1
Okaloosa	1
Okeechobee	2
Orange	7
Osceola	2
Palm Beach	8
Pasco	8
Pinellas	6
Polk	3
Putnam	1
Santa Rosa	1
Sarasota	2
Seminole	3
St Johns	1
St Lucie	2
Suwannee	1
Volusia	1
Walton	1
Washington	1
Not Specified	4



- █ 1-5 pharmacies responding
- █ 6-9 pharmacies responding
- █ 10+ pharmacies responding
- █ No known responding