

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

Yes	51 (41%)	
No	72 (59%)	

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

Item	Responses	
Planning to close business	19 (15%)	
Looking for a buyer, or in talks to sell	26 (21%)	
Seeking a loan, venture capital, or an equity buyer (eg: partner)	25 (20%)	
Other	23 (19%)	
I am not looking for financial arrangements or to sell my pharmacy	56 (46%)	

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

Item	Responses	
Yes	101 (82%)	
No	13 (11%)	
I applied and was rejected	9 (7%)	

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

Yes	35 (29%)	
No	84 (71%)	

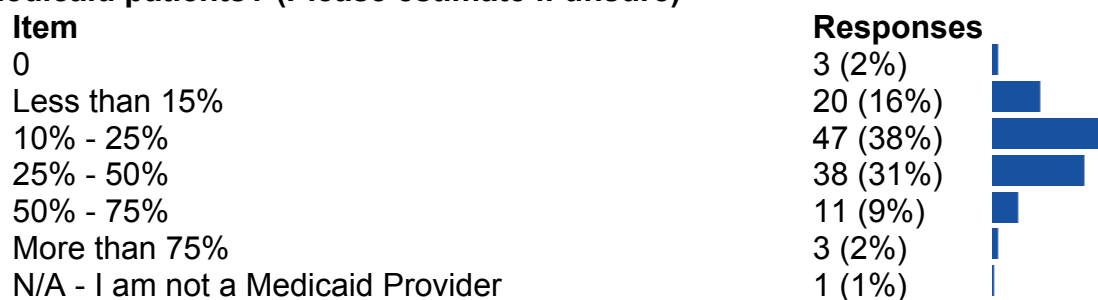
8. Are you currently a Medicaid provider?

Number of responses: 123

Yes	120 (98%)	
No	3 (2%)	

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

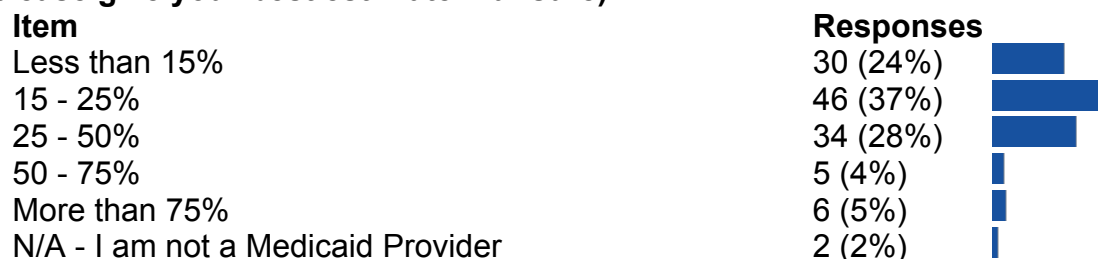
and Medicaid MCO, what would the percentage of your pharmacy's prescriptions be for Medicaid patients? (Please estimate if unsure)



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.

Item	Responses
They've gone up	0 (0%)
Haven't seen much change	6 (5%)
They've gone down somewhat	12 (10%)
They've gone down significantly or drastically	103 (84%)
N/A - I am not a Medicaid Provider	2 (2%)

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)

Item	Responses
0 - 25%	25 (20%)
25 - 50%	38 (31%)
50 - 75%	26 (21%)
Greater than 75%	32 (26%)
N/A - I am not a Medicaid Provider	2 (2%)

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?

Item	Responses
0	5 (4%)
Less than 25%	18 (15%)
25 - 50%	31 (25%)
50 - 75%	17 (14%)
More than 75%	52 (42%)

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

Yes	82 (67%)
No	41 (33%)

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?

Item	Responses
Yes	48 (39%)
No	72 (59%)
I do not fill any Medicaid MCO prescriptions at my pharmacy	3 (2%)

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)

Item	Responses
HIV	85 (69%)
Diabetes	106 (86%)
Mental Health	101 (82%)
Pediatrics	82 (67%)
Other	30 (24%)
My pharmacy is experiencing no negative impacts in any area	1 (1%)

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?

Item	Responses
No change	2 (2%)
Will stay open, but will have to scale back operations	46 (37%)
Will be forced to close or sell	75 (61%)

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?

Item	Responses
0 - 6 months	25 (20%)
Up to 12 months / 1 year	48 (39%)
Up to 18 months	26 (21%)
2 or more years	19 (15%)
I have no issue with the current structure	5 (4%)

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

Item	Responses
Yes	31 (25%)
Considering It	44 (36%)
No	13 (11%)

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?

Item	Responses	
In the next 1 - 2 months	3 (2%)	
In the next 3 - 6 months	16 (13%)	
In the next 6 - 12 months	40 (33%)	
In more than 12 months	22 (18%)	
I am not considering discontinuing my provider status	39 (32%)	
N/A - I am not a Medicaid Provider	3 (2%)	

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

Yes	75 (61%)	
No	48 (39%)	

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

Item	Responses	
CVS Caremark	60 (49%)	
OptumRx	44 (36%)	
Sunshine	41 (33%)	
Staywell	51 (41%)	
Simply Health	35 (28%)	
Humana	36 (29%)	
Other	6 (5%)	
Not Sure / Can't Recall	54 (44%)	

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

Item	Responses	
None	13 (11%)	
5 or less	47 (39%)	
Between 6 and 10	36 (30%)	
More than 10	23 (19%)	

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

Yes	114 (93%)	
No	9 (7%)	

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

Item	Responses	
1 to 2 times a month	17 (15%)	
3 to 5 times a month	37 (32%)	

More than 5 times a month	23 (20%)	
More than 10 times a month	36 (31%)	
I have never had to turn away patients or their prescriptions for this reason	2 (2%)	

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"?

Item	Responses	
Yes	75 (61%)	
No	22 (18%)	
Not Sure	26 (21%)	

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?

Item	Responses	
Yes, for specific local patients	37 (30%)	
Yes, as part of our Rx Delivery Program	81 (66%)	
Yes, since the COVID-19 outbreak began	3 (2%)	
No, we do not deliver prescriptions	2 (2%)	

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

Number of responses: 123

Yes	106 (86%)	
No	17 (14%)	

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

Item	Responses	
Less than 10% increase in deliveries	20 (16%)	
10 to 20% increase in deliveries	48 (39%)	
25 to 50% increase in deliveries	33 (27%)	
50 to 100% increase in deliveries	11 (9%)	
Deliveries have more than doubled	5 (4%)	
Stayed the same / No increase	4 (3%)	
Unsure	2 (2%)	



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?

Item	Responses
Yes	99 (80%) 
No	0 (0%)
Not Sure	24 (20%) 

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

Item	Responses
Yes	98 (80%) 
No	2 (2%) 
Not Sure	23 (19%) 

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

