

**HB 1349 – MIA Pharmacy Benefit Manager Complaint Process
Information Gathering Public Meeting**

Agenda

**Wednesday June 13, 2018
300 W. Preston Street, Auditorium
Baltimore, Maryland 21201
10:00 am – 12:00 pm
Dial In: 866-247-6034
Passcode: 1573490062**

- I. MAC Appeals Process
 - A) What claims are eligible claims?
 - i. Loss on MAC reimbursement?
 - ii. Loss of expected profit?
 - iii. Drug does not meet requirements to be on MAC list?
 - iv. Reimbursement below amount paid to affiliate?
 - v. Internal appeals process did not comply with law?
 - B) Are dispensing fees part of the Compensation Program in 15-1628.1(l)(1)?
 - C) Description of Pharmacy and PBM Claims Submission Process?
 - D) What other things should the MIA know from stakeholders about the Pharmacy and PBM claims submissions process?

- II. Standard Complaint Form Suggestions
 - A) Format?
 - B) Contents?
 - C) Other?

- III. Timing of Complaint Process
 - A) Receipt by MIA and to PBM
 - B) PBM response to MIA
 - C) Follow-up period
 - D) MIA Final determination

- IV. Other process issues
 - a. Electronic submission of complaints and responses
 - b. Data elements necessary to make a determination
 - c. PBM is required to provide in response

- V. Penalties

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- A) Suggested amounts? (MAC)
 - B) Suggested formula? (MAC)
 - C) Other?
- VI. PBM/Contracted Pharmacy Provider Contracts
- A) Submission to MIA required to determine:
 - i. Compensation Program?
 - ii. MAC Pricing
 - a. Compliance with:
 - i. Appeal process of the PBM
 - ii. Compliance with 15-1628.1(I), (G), (H)
 - iii. B. Timing of submission to MIA?
- VII. Registration Fees
- A) Initial?
 - B) Renewal?
- VIII. Other Areas?