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(I)(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
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?