

# 10 Tough Questions to Ask Your PBM

**Plan Sponsors:** Ask these questions to your PBM directly or work with your broker or consultant



## Spread & Pricing

1. Will the **drug price that you (the PBM) pay** to pharmacies be the **same that you invoice** to clients?
2. How long does it take for improvements in network contract pricing to be implemented? Do we have **lock-in pricing**?

## Rebates

1. Will you **disclose to us all revenue or funds you receive** from drug manufacturers, regardless of how it is named or defined?
2. If your transactions with a drug manufacturer result in revenue or funds being transferred to a third-party or subsidiary, will you **disclose the recipient and the amount**?
3. Can rebates negotiated for one drug result in clinically-equivalent **drug(s) becoming inaccessible to members**?

## Audits

1. Will you contractually guarantee that we can audit you at the **claim level** with an **auditor of our choice**?
2. Can we audit the financial **transactions between you and drug manufacturers or rebate aggregators**?

## Clinical Programs

1. Are all of your **clinical programs included in your base fees**? If not, what is the cost for each program as well as the aggregate cost if all programs are used?
2. Do **you take a cut of savings** generated from these programs? If so, is it reported and how often is it reported?
3. Do you **guarantee the performance** and impact of your clinical programs? If so, how?