

Leah Snyder

Non-Emergency Medical Transportation (NEMT) and Pharmacy Benefits Manager (PBM) Request for Comment	
RFI Question	Response
If Medicaid were to change its current broker model for non-emergency medical transportation (NEMT), what changes would you recommend?	Account for patient wait time at physician and pharmacies. Allow reimbursement to businesses for running their own transportation services for their patients. We have many patients come to the pharmacy and are unable to get their medication because the driver will not wait the 10 minutes it takes to prepare their medication. They drop it off and wait until a family member or friend can come pick it up sometimes days later.
If Medicaid were to change its current pharmacy benefit manager model, what changes would you recommend?	The state DOES NOT NEED a PBM. The college of pharmacy would be an excellent source to help process claims. The current 1 PDL is very very helpful in getting claims through. We have the formulary and just need a "Switch". However, if we are to keep the PBMs- it would be very helpful if they were mandated to increase customer service to pharmacies and actually answer the phone and phone calls in a timely manner. Continue to not require or encourage mail order prescriptions. Verify that PBMs are not including medicaid claims in DIR fees.