

# BEST PRACTICES FOR SUBMISSION OF PBM COMPLAINTS

## ALABAMA DEPARTMENT OF INSURANCE PBM COMPLIANCE DEPARTMENT



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### Accurate and Verifiable Information

- |   |   |
|---|---|
| <input type="checkbox"/> Pharmacy NPI and NCPDP numbers*                        | <input type="checkbox"/> Medicaid rate per unit on DOS*       |
| <input type="checkbox"/> Pharmacist/authorized contact; phone number and email* | <input type="checkbox"/> Quantity dispensed*                  |
| <input type="checkbox"/> Prescription number/refill*                            | <input type="checkbox"/> Required/expected reimbursement*     |
| <input type="checkbox"/> Claim authorization identifier*                        | <input type="checkbox"/> Reimbursement received by PBM*       |
| <input type="checkbox"/> Date of service (DOS)/date filled*                     | <input type="checkbox"/> Amount owed to pharmacy/difference*  |
| <input type="checkbox"/> NDC number (11-digit format)*                          | <input type="checkbox"/> PBM name*                            |
| <input type="checkbox"/> Drug name/strength*                                    | <input type="checkbox"/> Health benefit plan/BIN number*      |
| <input type="checkbox"/> Days' supply   | <input type="checkbox"/> Statute reference of non-compliance* |
|   | <input type="checkbox"/> Any other applicable information     |

*Discrepancies between the complaint form and attached documentation will delay processing. Asterisk (\*) fields are required for reimbursement complaints; any missing components will result in the complaint being returned to the pharmacy.*

### No Rejected Claims

- Complaints must involve **paid claims only**, unless otherwise authorized by statute or rule.
- Claims that rejected at point-of-sale are not eligible for reimbursement review and should not be submitted.
- Pharmacies must resolve billing edits through standard claim adjudication before submitting a complaint.

### No Federal Plan/Excluded Plan Claims

Do not submit claims associated with:

- |   |  |
|---|--|
| <input type="checkbox"/> Medicare (Parts B/D) | <input type="checkbox"/> Federal Employee Health Benefit (FEHB) plans      |
| <input type="checkbox"/> Medicare Advantage   | <input type="checkbox"/> Hospice (federal)                                 |
| <input type="checkbox"/> Medicaid             | <input type="checkbox"/> Other federally governed plans                    |
| <input type="checkbox"/> Tricare              | <input type="checkbox"/> Manufacturer coupons/copay assistance             |
| <input type="checkbox"/> Workman's comp       | <input type="checkbox"/> PEEHIP/State Teachers and Retired Teachers' Group |

The Department's authority does not extend to federally regulated plans unless expressly provided by law.

The state teachers' group is excluded from the reimbursement portion of the law as it meets the criteria in the aggregate.

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### Legibility and Documentation Quality

- All submitted materials must be legible and complete.
- Screenshots must clearly display all claim-level data fields.
- PDFs must not be cut off, blurred, or redacted in a manner that obscures material information.
- Spreadsheets must be in a usable format (Excel preferred).

*Illegible submissions will be returned.*

### No Pharmacy-Imposed Taxes or Fees Included in Reimbursement Analysis

Do not include:

- |  |  |
|--|--|
| <input type="checkbox"/> Pharmacy/provider tax [10 cent] | <input type="checkbox"/> Transaction fees          |
| <input type="checkbox"/> Business license taxes          | <input type="checkbox"/> Any form of taxes or fees |

### Required Supporting Documentation

- Include any appeal correspondence if applicable
- Include contract language / copy of contract if applicable
- If submitting multiple claims, include a spreadsheet. Preferred format is located on ALDOI PBM Complaint Form and ALDOI website.

**All required fields must be included at the time of submission. Incomplete complaints will not enter formal review and will be returned. Complete submissions will be reviewed in the order received; failure to respond to a request for additional documentation may result in administrative closure.**

March 2026