

“WHAT PBMS REALLY THINK ABOUT PATIENTS AND PROFITS”

PBM ACCOUNTABILITY PROJECT



Pharmacy benefit managers, or PBMs, were created to administer prescription drug benefits for insurance companies with the goal of buying medicines in bulk to keep costs down for patients. Instead, PBMs keep finding new ways to drive up the cost of medicines for their own financial gain by playing the PBM shell game in real time. What's more, they're doing it while preventing patients from being able to access medications their doctors prescribe. Read what PBMs are saying about their customers and how they are behaving toward the patients they are allegedly supposed to help, including playing any game necessary that puts their profitability above accountability.

“There's other ways in the economic model that we can adjust to if one of those things [e.g., reforms to drug rebates] changes.”

SHAWN GUERTIN, CVS Health Chief Financial Officer

<https://www.statnews.com/2023/05/31/cvs-pbm-reforms-rebates-spread-pricing/>

“...we are confident that we will be able to flex rapidly, if necessary.”

DAVID CORDANI, CIGNA Group Chairman and CEO

<https://www.fiercehealthcare.com/payers/cigna-boost-guidance-it-reports-13b-profit-q1-beat>

“Our detractors, these are those who basically aren't happy with us and having that ability to leave us or wanting to leave us... these are people we almost call brand terrorists; they really attack us and like to share their displeasure with us.”

ARMAND BARONE, CVS Health Executive Director Customer Advocacy & Insights

<https://twitter.com/TedOkonCOA/status/1582012937991966724>

“Brand terrorists... those are people you see out on Twitter and other things talking to neighbors and friends about how bad our service is and what a bad company we are.”

BRIAN LEADINGHAM, Senior Vice President, PBM Operations at CVS Health

<https://twitter.com/TedOkonCOA/status/1582012937991966724>

“The complicity among CVS Health's Part D Plan Sponsor (SilverScript), its pharmacy benefit manager (CVS Caremark), and pharmacies (CVS Pharmacies) has created a veritable playground of opportunities to hold off generic competition, allowing the Drug Makers free reign [sic] to block beneficiary access to less costly generic drugs, frequently authorized generics.”

ALEXANDRA MILLER, Former CVS Senior Director of Medicare Part D Operations, in Whistleblower Lawsuit

<https://www.statnews.com/pharmalot/2022/06/16/cvs-whistleblower-silver-script-medicare-generics/>

<https://www.statnews.com/wp-content/uploads/2022/06/CVS-Miller-whistleblower-lawsuit.pdf>

“The private John Legend concert CVS Health hosted (despite restrictive formularies, non-medical switching & denying patients medication access due to cost) was just the icing on the cake CVS leaders enjoyed this week in Orlando. Let's take a peek at good times on patient dime...”

BETH JOYNER WALDRON, Patient Advocate

<https://twitter.com/bethwaldron/status/1556442161335488512?lang=en>

“We do not believe Kroger customers should have to pay higher costs to increase Express Scripts' profits.”

COLLEEN LINDHOLZ, President of Kroger Health, Regarding Notice to Terminate Contract with Express Scripts

<https://www.prnewswire.com/news-releases/seeking-more-equitable-contract-kroger-health-sends-notice-of-intent-to-terminate-to-express-scripts-inc-301638009.html>
<https://pharmanewsintel.com/news/kroger-health-to-end-express-scripts-pharmacy-provider-agreement>

“Express Scripts is sending cease & desist letters to pharmacists for calling out unethical acts on Twitter. It's time to get louder as they're destroying pharmaceutical care, forcing patients to bake meds or risk delays as the only coverage option”

LORETTA BOESING, Founder of Unite for Safe Medications, Patient Advocate

<https://twitter.com/BoesingLoretta/status/1568696427513278465>

LEARN MORE ABOUT PBMs AT [PBMACCOUNTABILITY.ORG](https://pbmaccountability.org).