



Anthem Blue Cross and Blue Shield
220 Virginia Avenue
Indianapolis, IN 46204



0399



October 25, 2019

, you can save by switching pharmacies

You've filled prescriptions with CITY DRUG STORE, but CITY DRUG STORE won't be in your pharmacy plan starting July 1, 2019.

You can still go to CITY DRUG STORE after that, but you'll have to pay the full price for your prescriptions. Avoid higher costs by switching to a pharmacy that's in your plan. Here are a few near you:

PRESQUE ISLE PHARMACY
797 MAIN ST
PRESQUE ISLE, ME 04769
207-760-9100

WALMART PHARMACY
781 MAIN ST
PRESQUE ISLE, ME 04769
207-764-6935

FRITE AID
320 MAIN ST
PRESQUE ISLE, ME 04769
207-764-5221

How do I switch pharmacies?

It's easy. You can take your prescription to the new pharmacy, ask the new pharmacy to contact the old one, or ask your doctor to give the new pharmacy your prescriptions.

Have questions? Give us a call at the Pharmacy Member Services number on your ID card.

— Your Anthem team



Matthew Talbot
Presque Isle

Dear Senator Sanborn, Representative Tepler and members of the Health Coverage and Financial Services Committee:

My name is Matthew Talbot and I serve patients in Aroostook County through my independent pharmacies in Presque Isle, City Drug Store, and Ashland, Ashland Drug Store. I am writing in support of LD 1450, An Act To Provide Fairness in Communications from Pharmacy Benefits Managers. I have had the pleasure of serving my patients as a pharmacist since 2014 and as a pharmacy owner since 2019.

It is not uncommon for patients of mine to receive misleading letters and phone calls from pharmacy benefit managers (PBMs) regarding their prescriptions. As you may or may not know, the majority of PBMs operate their own mail order pharmacies. A common tactic of theirs is to use deliberately vague information to "convince" patients they need to use their own subsidiary pharmacies over their preferred independent pharmacy. This can be by claiming they can get 90 day supplies of their medicine (typically an option at your local pharmacy), that copays will be less expensive (often due to preferential contract rates they give to their own pharmacies but not others), or that you'll get your meds faster through the mail. They also try to scare patients into thinking they can no longer use their independent pharmacy because they're "out of network." This happened to me shortly after buying my pharmacies in 2019. A PBM falsely contacted my patients telling them one of my pharmacies was not in their plan's network. I've attached a de-identified copy of a letter that was sent out to hundreds of my customers. After many calls from confused patients, and even more calls and emails to the PBM over the course of 2 months to get a retraction letter sent they finally admitted fault. I could have lost hundreds of patients from inaccurate communications like this had it not been for the strong relationships we maintain with our patients and swift action from myself.

PBMs have operated in many regards on a playing field tilted far in their favor. Supporting this bill will help keep PBMs accountable for their deceptive communications and help small business owners like me and our customers from dealing with the unnecessary after effects. I thank you for hearing this testimony.