# Report for 2018 Mail Order Survey

1. Since 2014, CMS has required Part D sponsors to obtain consent from beneficiaries prior to shipping new or refills of mail order medications. Before this requirement, community pharmacies reported having collected large quantities of mail order medications from patients despite their protests to stop. After the implementation of CMS' 2014 requirement, has there been a decline in collections of Part D medications from mail order pharmacies in your pharmacy?
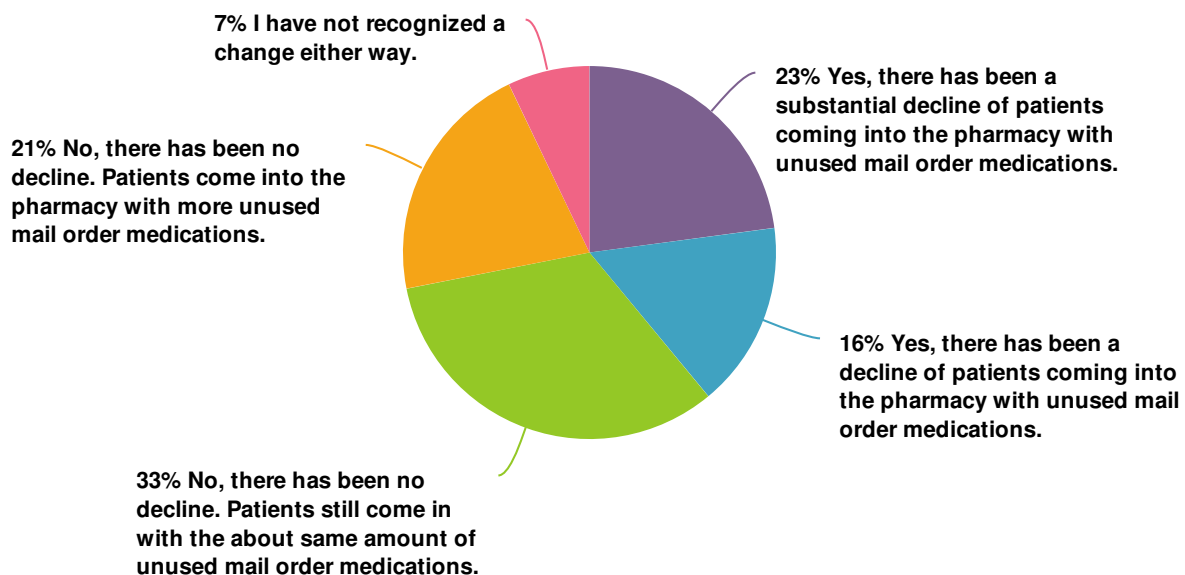


**7% I have not recognized a change either way.**

**21% No, there has been no decline. Patients come into the pharmacy with more unused mail order medications.**

**23% Yes, there has been a substantial decline of patients coming into the pharmacy with unused mail order medications.**

**16% Yes, there has been a decline of patients coming into the pharmacy with unused mail order medications.**

**33% No, there has been no decline. Patients still come in with the about same amount of unused mail order medications.**

| Value | | Percent | Responses |
|---|---|---|---|
| Yes, there has been a substantial decline of patients coming into the pharmacy with unused mail order medications. | | 22.9% | 81 |
| Yes, there has been a decline of patients coming into the pharmacy with unused mail order medications. | | 16.1% | 57 |
| No, there has been no decline. Patients still come in with the about same amount of unused mail order medications. | | 32.9% | 116 |
| No, there has been no decline. Patients come into the pharmacy with more unused mail order medications. | | 21.0% | 74 |
| I have not recognized a change either way. | | 7.1% | 25 |

**Totals: 353**

2. In 2016, CMS made certain changes to its 2014 mail-order policy which relaxed patient consent requirements, including waiving the requirement that Part D plan sponsors must obtain patient consent prior to delivery for new mail order auto-ship programs. After CMS' change in 2016, have you seen a change in collections of Part D medications from mail order pharmacies in your pharmacy?
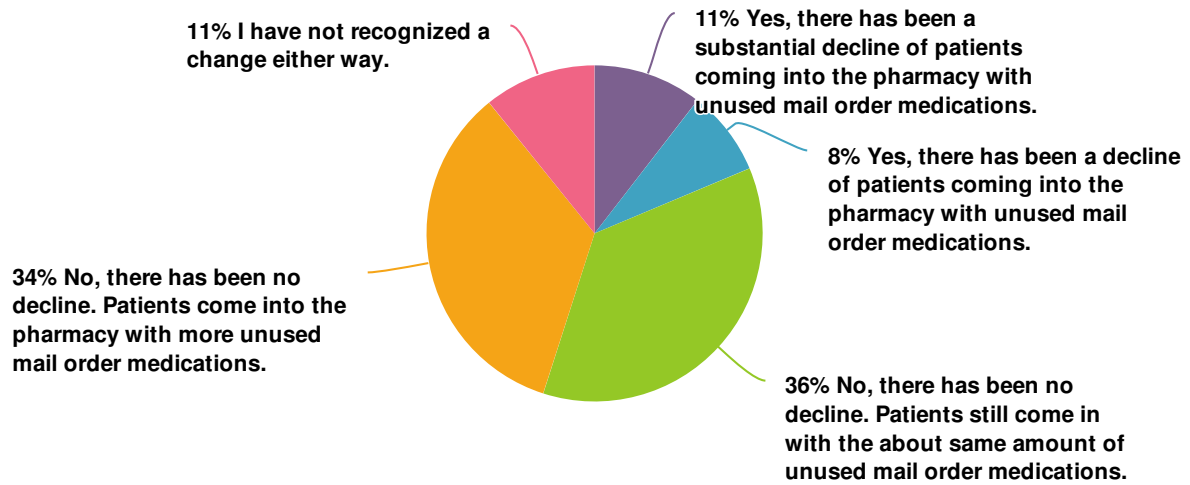
11% I have not recognized a change either way.

11% Yes, there has been a substantial decline of patients coming into the pharmacy with unused mail order medications.

8% Yes, there has been a decline of patients coming into the pharmacy with unused mail order medications.

34% No, there has been no decline. Patients come into the pharmacy with more unused mail order medications.

36% No, there has been no decline. Patients still come in with the about same amount of unused mail order medications.

| Value | | Percent | Responses |
|---|---|---|---|
| Yes, there has been a substantial decline of patients coming into the pharmacy with unused mail order medications. | | 10.5% | 37 |
| Yes, there has been a decline of patients coming into the pharmacy with unused mail order medications. | | 8.2% | 29 |
| No, there has been no decline. Patients still come in with the about same amount of unused mail order medications. | | 36.3% | 128 |
| No, there has been no decline. Patients come into the pharmacy with more unused mail order medications. | | 34.3% | 121 |
| I have not recognized a change either way. | | 10.8% | 38 |

Totals: 353