Report for 2018 Mail Order Survey

# 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 larg e 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 |  |  | 16.1% | 57 |
| pharmacy with unused mail order medications. |  |  |  |  |
|  |  |  |  |  |
| No, there has been no decline. Patients still come in with the |  |  | 32.9% | 116 |
| about same amount of unused mail order medications. |  |  |  |  |
|  |  |  |  |  |
| No, there has been no decline. Patients come into the |  |  | 21.0% | 74 |
| pharmacy with more unused mail order medications. |  |  |  |  |
| Ihave not recognized a change either way. |  |  | 7.1% | 25 |
|  |  |  |  | **T otals: 353** |

# In 2016, CMS made certain chang es 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 prog rams. After CMS’ chang e in 2016, have you seen a chang e in collections of Part D medications from mail order pharmacies in your pharmacy?

11% I have not recognized a change either way.

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

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.



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 |  |  | 8.2% | 29 |
| pharmacy with unused mail order medications. |  |  |  |  |
|  |  |  |  |  |
| No, there has been no decline. Patients still come in with the |  |  | 36.3% | 128 |
| about same amount of unused mail order medications. |  |  |  |  |
|  |  |  |  |  |
| No, there has been no decline. Patients come into the |  |  | 34.3% | 121 |
| pharmacy with more unused mail order medications. |  |  |  |  |
| Ihave not recognized a change either way. |  |  | 10.8% | 38 |
|  |  |  |  | **T otals: 353** |