

ALABAMA DEPARTMENT OF INSURANCE

Instructions to File a PBM Complaint

For a copy of the appropriate Complaint Form, use the links provided to the ALDOI website in **Section I**.

Section I: Individual or Pharmacy

1. **Individual Consumer** filing a Prescription Drug complaint against an Insurance Company or a PBM.
 - a. Go online to [Consumer Prescription Drug Complaint](#) and download form.
 - b. **File A Consumer Prescription Drug Complaint** by downloading the Consumer Prescription Drug Complaint form. **Do not** use the PBM Complaint Form.

2. **Pharmacy/Pharmacist** filing a PBM complaint
 - a. Fill out the PBM Complaint form ([File A PBM Complaint](#)) in its entirety and attach any denied appeal documents, if available.
 - b. If you have multiple complaints with the same PBM and the same type of issues, skip question number 3 and
 - 1) Provide question 3.a-e information for each Covered Individual (CI), on a spreadsheet.
 - 2) Provide a completed and signed PBM Complaint form with the spreadsheet.

Note:

- Unanswered questions and/or unsigned complaint forms could cause delays in processing.
- Review your **PBM Regulation Key Points brochure** to provide the Statute(s) or Rule(s) in question. To request a copy of the brochure, call **Consumer Services Division** at 334-241-4141.

Section II: What We Can and Cannot Do

1. **WE CAN...**
 - Submit your complaint to the PBM and require a response to the Alabama Department of Insurance.
 - Review the response to determine if the PBM is acting according to Title 27, Section 45A as revised by Act 2021-341 (the Act).
 - Require corrective action, if we determine that the PBM did not meet the legal requirements of the Act.
2. **WE CANNOT...**
 - **Assist with your PBM complaint if the transaction in question occurred prior to **October 01, 2021**.**
 - Assist with your PBM complaint if you have involved an attorney.
 - Provide legal advice or provide legal representation.
 - Intervene on your behalf in a pending lawsuit.
 - Provide medical advice.
 - Determine the facts regarding any other disagreement between you and another party.
 - Help resolve PBM complaints or investigate matters that are not subject to the laws of the State of Alabama.