



2025 SUMMER NATIONAL MEETING MINNEAPOLIS, MN

Revised date: 8/8/25

*2025 Summer National Meeting
Minneapolis, Minnesota*

PHARMACY BENEFIT MANAGEMENT (D) WORKING GROUP

Monday, August 11, 2025

2:30 – 3:30 p.m.

Hilton Minneapolis—Grand Ballroom ABC—Level 3

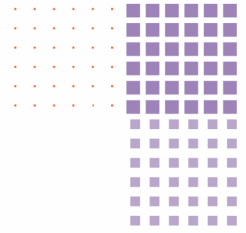
ROLL CALL

Joylynn Fix, Chair	West Virginia	Norman Barrett/T.J. Patton	Minnesota
Susan Jennette, Co-Vice Chair	Delaware	David Dachs	Montana
Ashley Scott, Co-Vice Chair	Oklahoma	Cheryl Wolff	Nebraska
Molly Nollette/ Sarah S. Bailey/ Heather Carpenter	Alaska	Jonathan Wycoff	Nevada
Erica Bowsher	Arizona	Ralph Boeckman/ Erin Porter	New Jersey
Sophie Thomas	Colorado	Maren Gill	New York
Lena Bachar/Kurt Swan	Connecticut	Robert Croom	North Carolina
Sheryl Parker	Florida	Janelle Middlestead	North Dakota
Paula Shamburger	Georgia	Ranjani Karthik	Ohio
Shannon Hohl	Idaho	TK Keen/Keith Turner	Oregon
Jack Engle	Illinois	Joseph Handline	Pennsylvania
Grant Lindman	Indiana	Scott McAnally	Tennessee
Andria Seip	Iowa	Tanji J. Northrup	Utah
Vicki Schmidt	Kansas	Sebastian Arduengo/ Karla Nuissl	Vermont
Shaun Orme	Kentucky	Sandy Ray	Washington
Nina Hunter	Louisiana	Lori Luder	Wisconsin
Mary Lou Moran	Massachusetts	Lauren White/Jill Reinking	Wyoming
Joe Stoddard	Michigan		

NAIC Support Staff: Jolie H. Matthews/Tim Mullen

AGENDA

1. Consider Adoption of its Spring National Meeting Minutes
—Joylynn Fix (WV)



2. Hear a Presentation on Pharmacy Benefit Manager (PBM) and Pharmacy Accreditation—*Heather Bonome (Utilization Review Accreditation Commission—URAC)*
3. Hear an Update on the Work to Develop a Draft PBM Examination Chapter—*Joylynn Fix (WV)*
4. Hear an Update on the Work to Develop PBM Licensing and Registration Standards—*Ashley Scott (OK)*
5. Hear a Discussion on Needed State Based Systems (SBS) Changes to Better Handle PBM Complaints—*Joylynn Fix (WV)*
6. Discuss Any Other Matters Brought Before the Working Group—*Joylynn Fix (WV)*
7. Adjournment

Agenda Item #1

Consider Adoption of its Spring National Meeting Minutes—*Joylynn Fix (WV)*

Draft Pending Adoption

Attachment ?

Market Regulation and Consumer Affairs (D) Committee

3/26/25

Draft: 3/31/25

Pharmacy Benefit Management (D) Working Group
Indianapolis, Indiana
March 25, 2025

The Pharmacy Benefit Management (D) Working Group of the Market Regulation and Consumer Affairs (D) Committee met in Indianapolis, IN, March 25, 2025. The following Working Group members participated: Joylynn Fix, Chair, and Allan L. McVey (WV); Susan Jennette, Co-Vice Chair (DE); Ashley Scott, Co-Vice Chair (OK); Molly Nollette and Jacob Lauten (AK); Paul Lombardo and Kurt Swan (CT); Sheryl Parker (FL); Andria Seip (IA); Shannon Hohl and Weston Trexler (ID); Matthew Pickett (IL); Grant Lindman (IN); Charles Thomas (KS); Shaun Orme (KY); Nina Hunter (LA); Debra Kaplan (MA); Joe Stoddard (MI); Robert Croom (NC); Cheryl Wolff, Michael Muldoon, and Maggie Reinert (NE); Erin Porter and Tim Stroud (NJ); Scott Kipper (NV); Krista Porter (NY); Tony Bonofiglio (OH); Keith Turner (OR); David Buono (PA); Jud Jones (TN); Shelley Wiseman, Ryan Jubber, and Tanji J. Northrup (UT); Karla Nuißl (VT); John Kelcher (WA); Lori Luder (WI); and Jill Reinking and Lauren White (WY). Also participating were: Jill Kruger and Travis Jordan (SD).

1. Discussed its 2025 Charges

Fix welcomed everyone to the Working Group's first meeting since the Market Regulation and Consumer Affairs (D) Committee appointed it about a month ago. She also introduced the Working Group's co-vice chairs. Fix then walked the Working Group through its 2025 charges, focusing on its charges to develop examination standards for pharmacy benefit managers (PBMs) and related regulated entities for inclusion in the NAIC *Market Regulation Handbook* and to develop licensing and registration standards for PBMs in alignment with state and federal requirements. She said these charges will be the focus of the Working Group's work in 2025.

Fix said she would like the Working Group to begin work on its charge to develop PBM licensing and registration standards as soon as possible. She asked for volunteers to lead this effort and said anyone interested should reach out to her, Jennette, Scott, or NAIC staff.

2. Received Updates on Work to Develop the PBM Examination Chapter

Fix explained that the PBM Examination Chapter Drafting Group established by the Prescription Drug Coverage (B) Working Group will move under this Working Group (Attachment A). She described the scope of the work for each PBM Examination Chapter Drafting Group section. Fix explained that the Drafting Group will consist only of state insurance regulators moving forward. Fix urged states with a pharmacist on staff to consider joining Drafting Group 5, which is focused on developing a PBM examination chapter section on drug utilization review and formulary drug placement information. Swan, Seip, and Jones discussed the work their Drafting Group sections have done to date.

Joel Kurzman (National Community Pharmacists Association—NCPA) requested clarification on the decision to no longer include non-regulators in the Drafting Group sections, which is a change from when the Drafting Group was under the Prescription Drug Coverage (B) Working Group. Fix said that consistent with the NAIC process, the draft will be exposed to the Working Group and all stakeholders for discussion and comment after each Drafting Group section completes its initial draft. She said the Working Group anticipates completing its work by the end of the year. Given this, stakeholders will have ample opportunity to comment on the Working Group's work. Fix

Draft Pending Adoption

Attachment ?

Market Regulation and Consumer Affairs (D) Committee

3/26/25

also noted the Working Group plans to hold regulator-only sessions to discuss specific examination standards and any findings or other information from the states that have conducted examinations.

Having no further business, the Pharmacy Benefit Management (D) Working Group adjourned.

SharePoint/NAIC Support Staff Hub/Member Meetings/D CMTE/PBMWG/PBMWG MtgMin 3-25-25.docx

Agenda Item #2

**Hear a Presentation on Pharmacy Benefit Manager (PBM) and Pharmacy Accreditation
—*Heather Bonome (Utilization Review Accreditation Commission—URAC)***

URAC Pharmacy Benefit Management and Specialty Pharmacy Accreditation

URAC Presentation to the National Association of Insurance Commissioners

August 11, 2025

Agenda

Who is URAC?

Pharmacy Benefit Management Accreditation

Specialty Pharmacy Accreditation

Discussion/Questions

About URAC

Founded in 1990

Nonprofit

Validate
quality across
the health
care landscape

Independent

No consulting



ACCREDITED



CERTIFIED



Diverse Stakeholders Govern URAC



URAC's Pharmacy Programs



Pharmacy Quality Management® (PQM)

- Infusion Pharmacy Accreditation
- Medicare Home Infusion Therapy Supplier Accreditation
- Mail Service Pharmacy Accreditation*
- Pharmacy Benefit Management Accreditation
- Pharmacy Services Accreditation (chose up to four modules)
 - Community Dispensing
 - Drug Therapy Management
 - Point of Care Testing
 - Vaccine Administration
- Rare Disease Pharmacy Center of Excellence Certification
- Specialty Pharmacy Accreditation*
- Specialty Pharmacy Services



* Denotes program is available for small pharmacies

URAC Pharmacy Benefit Management Accreditation

URAC Pharmacy Benefit Management Accreditation Program

2007

~25

V3.1

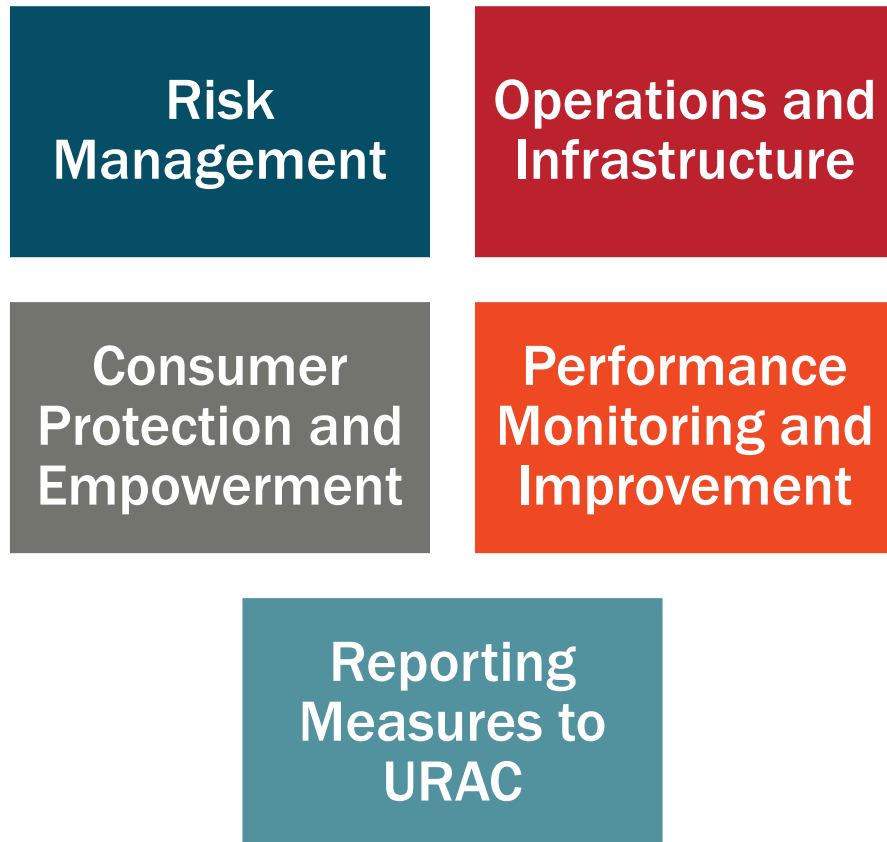
Health plans and plan sponsors recognize the value of accreditation and often require URAC's PBM Accreditation.

PBM Accreditation Scope

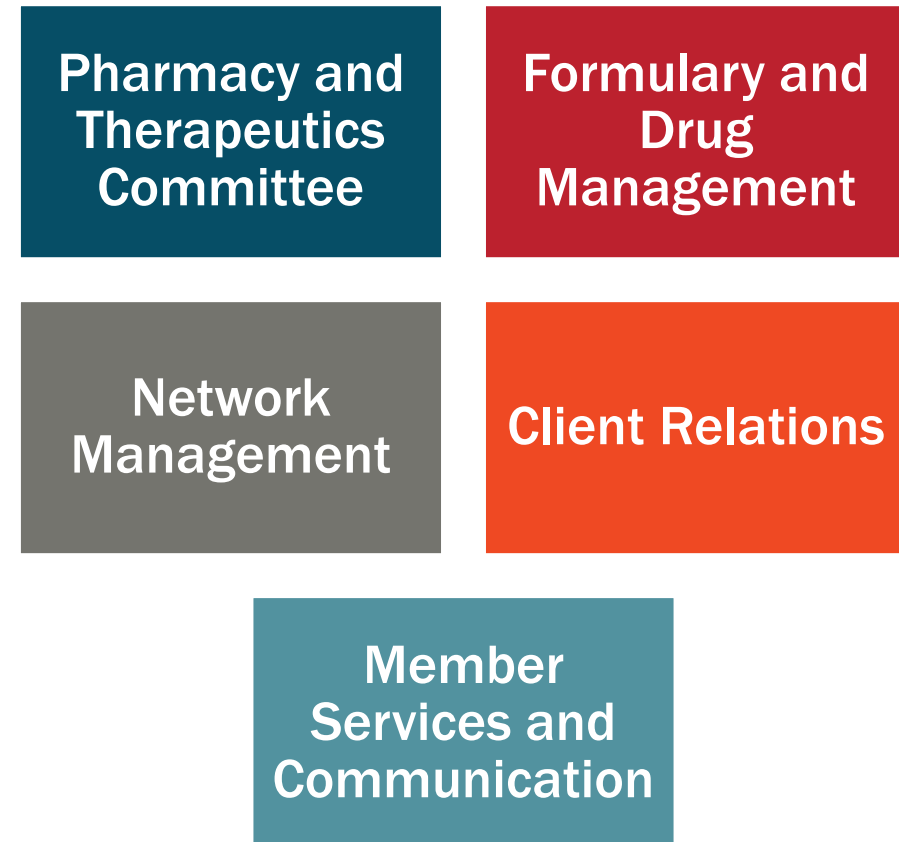
URAC Pharmacy Benefit Management Accreditation is designed to emphasize transparency, continuous quality improvement, and regulatory compliance. Accreditation is not a substitute for regulation on evolving policy issues such as the distribution of drug rebates, PBM pricing structures, or the effects of market consolidation.

URAC Pharmacy Benefit Management Accreditation Requirements

Foundational Focus Areas



Program Focus Areas



Highlighted Requirements

Pricing Transparency

Disclose the pricing structure for services (e.g., rebate structure, administration fees)

Disclose other sources of revenue when requested

Allow clients to verify records to confirm accuracy of disclosures

Clinical Decision Disclosures

Disclose P&T Committee decisions and recommendations to clients

Disclose client specific information on drug management and network management when requested

Member Support

Provide information and support on transparent financial responsibility, including any information that may impact the cost of the medication

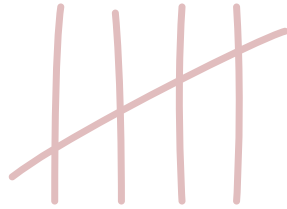
Establish performance metrics for member access for each pharmacy network

Communicate changes to pharmacy directory, formulary design changes, and benefit design changes in a timely manner

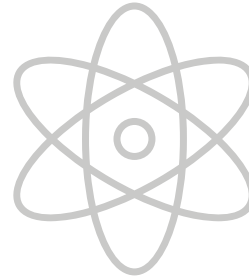
PBM v. 4.0 – 2025 Revisions



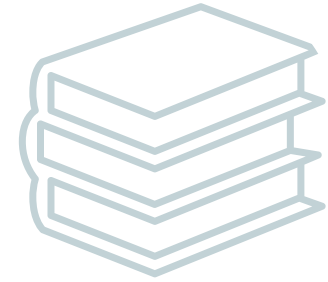
Promote Best Practices and Solid Foundational Principals



Update Format to Match Updated Scoring



Align PBM with Other Pharmacy Programs.



Ensure Program Accurately Reflects Industry



PBM v. 4.0 – Standard Updates

Administrative Requests

Requires the organization to have a process for handling administrative requests

In addition to handling exclusions and exceptions

Artificial Intelligence

Define criteria for selection and use

Ongoing testing plan to verify results

Telephone Performance

Average hold time requirements

Calls answered by an “agent”

URAC Accreditation Review

ACCREDITATION PROCESS



Validation Review Agenda Items

Interviews

Clinical Leadership
Staff
Risk

File Reviews

Complaints
Personnel
Denial and Appeal Determinations
Network Agreements/ Network Credentialing

Other Review Topics:

Quality Review
Documentation Review

URAC Specialty Pharmacy Accreditation

URAC Specialty Pharmacy Accreditation Program

2008

600+

v5.0

Hospital and Health System Specialty
Pharmacies remain the fastest growing
segment for new accreditations

Payers and manufacturers have recognized the value of accreditation and often require
SPP Accreditation for network participation or access to limited distribution drugs



URAC Specialty Pharmacy Accreditation Requirements

Foundational Focus Areas



Reporting Measures to URAC

Program Focus Areas



Highlighted Requirements

Pharmacy Operations

Prescription processing and dispensing

Dispensing accuracy and adherence monitoring

Product management (temperature, hazardous materials, manufacturer requirements)

Medication Distribution

Distribution management (qualification testing, packing and shipping procedures, distribution auditing)

Shipping logistics

Distribution accuracy monitoring

Patient Services/Communications

Patient information and support

Measuring complaints and satisfaction

Communication process and monitoring

Patient Management

Patient management program structure and overview

Clinical assessments and interventions

Education and support

Care team collaboration

SPP v. 6.0 – Standard Updates

Promoting Dispensing Accuracy

Promote reporting culture

Promote safety culture

Telephone Performance

Response to voicemail and call backs

Calls answered by an “agent”

Average hold time metric

Questions & Answers

Agenda Item #3

Hear an Update on the Work to Develop a Draft PBM Examination Chapter—*Joylynn Fix (WV)*

Agenda Item #4

Hear an Update on the Work to Develop a Draft PBM Licensing and Registration Standards
—*Ashley Scott (OK)*

Agenda Item #5

Hear a Discussion on Needed State Based Systems (SBS) Changes to Better Handle PBM Complaints—*Joylynn Fix (WV)*

Agenda Item #6

Discuss Any Other Matters Brought Before the Working Group—*Joylynn Fix (WV)*