



10 Questions to Ask Before Selecting a PBM

Choosing the right PBM partner is about more than formularies and discounts. The right questions can help employers avoid hidden costs, improve transparency, and deliver better outcomes for members.

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| 1 | Will I receive full transparency into drug costs and rebate data? | Ask for a sample report that shows pricing, rebates, and total cost by drug class. |
| 2 | Will I have visibility into pharmacy performance? | Regular performance reviews can show how effectively your PBM manages costs, negotiates pricing, and improves member outcomes. |
| 3 | Do you provide near real-time or monthly pharmacy claims data? | Frequent data updates give you faster insight into spending trends, high-cost claims, and medication adherence issues, allowing you to take action before costs escalate. |
| 4 | How are specialty medications managed? | Effective management includes clinical oversight, site-of-care optimization, and cost controls to ensure appropriate use and lower overall spend. |
| 5 | What member support is included? | Comprehensive support may include concierge services, specialty drug counseling, rebate programs to reduce out-of-pocket expenses, and digital tools. |



10 Questions to Ask Before Selecting Your Next PBM

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| 6 | How do you support members with complex or chronic conditions? | Ask about programs that improve medication adherence, reduce total costs, and help members better manage their conditions. |
| 7 | Can you support site-of-care optimization? | The right site-of-care strategy can cut costs, often making in-home nurse-administered therapy cheaper than hospital or infusion center care. |
| 8 | Do you base formulary decisions on list price or net cost after rebates? | Some PBMs retain a portion of the rebates, which can create an incentive to favor drugs with higher list prices and higher rebates, even if lower-cost alternatives are available. |
| 9 | Can you integrate with my stop-loss carrier and claims platform? | Integration streamlines data sharing, helps identify high-cost claims earlier, and supports coordinated strategies to control risk. |
| 10 | Do you conduct an annual reconciliation? | An annual reconciliation confirms your PBM meets or exceeds contract terms. If performance falls short, they make up the difference; if they exceed guarantees, the additional savings are passed back to your group rather than kept by the PBM. |

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CLEARER APPROACH
TO PHARMACY
BENEFITS?**



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