

191—59.5(510B) Complaints.

59.5(1) Each pharmacy benefits manager shall develop an internal system to record and report complaints. This system shall include but not be limited to:

- a.* Complaints from the pharmacy indicating the reason for the complaint and factual documentation to support the complaint;
- b.* Contact name, address and telephone number of the pharmacy benefits manager;
- c.* Contact name, address and telephone number of the pharmacy;
- d.* Prescription number;
- e.* Prescription reimbursement amount for disputed claim(s);
- f.* Disputed prescription claim payment date(s);
- g.* Plan benefits certificate.

59.5(2) A summary of all complaints as outlined in subrule 59.5(1) received by the pharmacy benefits manager shall be submitted to the commissioner on a quarterly basis within 30 days after the calendar quarter has ended.