

PHARMACY OUTREACH INITIATIVE

Conference Call - Meeting Notes

October 13, 2011

Participants:

TDI Staff: Pat Brewer (HWCN), Doug Danzeiser (Life, Accident & Health)
Marilyn Devine (Consumer Protection);
Jessica Kaylakie (Government Relations)

Stakeholders: Jim Young, PBA Health
Alicia Pilsl, PBA Health

Agenda Items

Welcome and Introductions – Anti-Trust Statement

Pat welcomed Mr. Young and Ms. Pilsl and asked participants to be mindful of the anti-trust statement.

Complaint Report

Pat reported that we closed 19 pharmacy related complaints in CY 2011. We received five complaints from pharmacists; none of those complaints involved plans that TDI regulates. Pat reported that there were no pending pharmacy related complaints.

Stakeholder Issues

No new issues were presented. Mr. Young stated that the requirement that “TDI” or “DOI” appear on enrollee ID cards issued by HMOs and insurers of preferred provider plans should help pharmacists determine if the enrollee’s plan is regulated by TDI.

Future Conference Calls

Participants considered whether future conference calls should be held semi-annually rather than quarterly. Mr. Young noted that TDI has a complaint process in place and indicated that new problems could be addressed through that process rather than at a conference call.

Next Conference Call:
January 12, 2012
1:00 p.m.