The Costs of Mail Order Rx

Consumers, employers, and public health officials should consider the potential risks before they allow health insurance companies to steer patients into mail order.

**PHARMACISTS REPORT PATIENT ISSUES WITH MAIL ORDER**

- 98% reported product arrived late or not at all
- 71% reported patient needed counseling on use of product
- 92% reported independent community pharmacies came to the rescue with emergency supply of medication
- 60% reported prescriptions were left outside in harsh conditions

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**The Percentage of Consumers Choosing Mail Order Rx Has Decreased Over Time**

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>5.4%</td>
</tr>
<tr>
<td>2019</td>
<td>7.2%</td>
</tr>
</tbody>
</table>

**The Average Mail Order Rx Cost Has Grown 164%**

<table>
<thead>
<tr>
<th>Year</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>$244</td>
</tr>
<tr>
<td>2019</td>
<td>$644</td>
</tr>
</tbody>
</table>

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**Waste Not Want Not**

$3,166.87 in mail order waste. “A customer brought in a sack full ... her husband had passed away, and wanted us to donate the medications for someone else to use. Unfortunately we couldn’t.”

One patient had six months over-supply due to 90-day filling and therapy changes that cost approximately $4,000.

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**Tricare**

**THREE STRIKES AND YOU’RE OUT!**

Active military and veterans who choose a local pharmacy instead of mail order three times are then responsible to pay 100% of the cost for many commonly used drugs!

Our military men and women and military veterans help keep our country free. Yet their own freedom to choose their own pharmacy is limited when it comes to their prescription drug benefit.

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