



# NCPA<sup>®</sup>

*the* National Community Pharmacists Association

THE VOICE OF COMMUNITY PHARMACY

# Waste Not, Want Not

Examples of mail order pharmacy waste

\*These are actual images sent by participating pharmacies in the Dispose My Meds Program. Patient information has been removed or obscured to comply with all applicable laws protecting personal health information.

# Mail Order Waste



\$2,800

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# Mail Order Waste



\$3166.87

“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.”

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# Mail Order Waste



\$7,000



\$2,700

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# Mail Order Waste

“Over \$10,000 of Lovenox mailed to a patient! She received 18 boxes of 180 syringes when typically a patient may only use a few syringes (certainly not 90 days worth) following a hospital procedure for certain medical conditions, surgeries, or risk factors for blood clots. The patient only used about \$170 worth of product, the rest was thrown away.”



Over \$10,000

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# Mail Order Waste



14 bottles of Aggrenox  
All for one patient  
\$267 per bottle =  
\$3,738

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# Mail Order Waste



“The patient had died and the family didn't want the medicine around because there were kids in the house. This represents about \$740 worth of medications. More importantly, there are certain medications that should not be taken together even though they were filled on the same day. Unfortunately I don't have the full patient history to know if the 5 different blood pressure medications are appropriate or over-utilization.”

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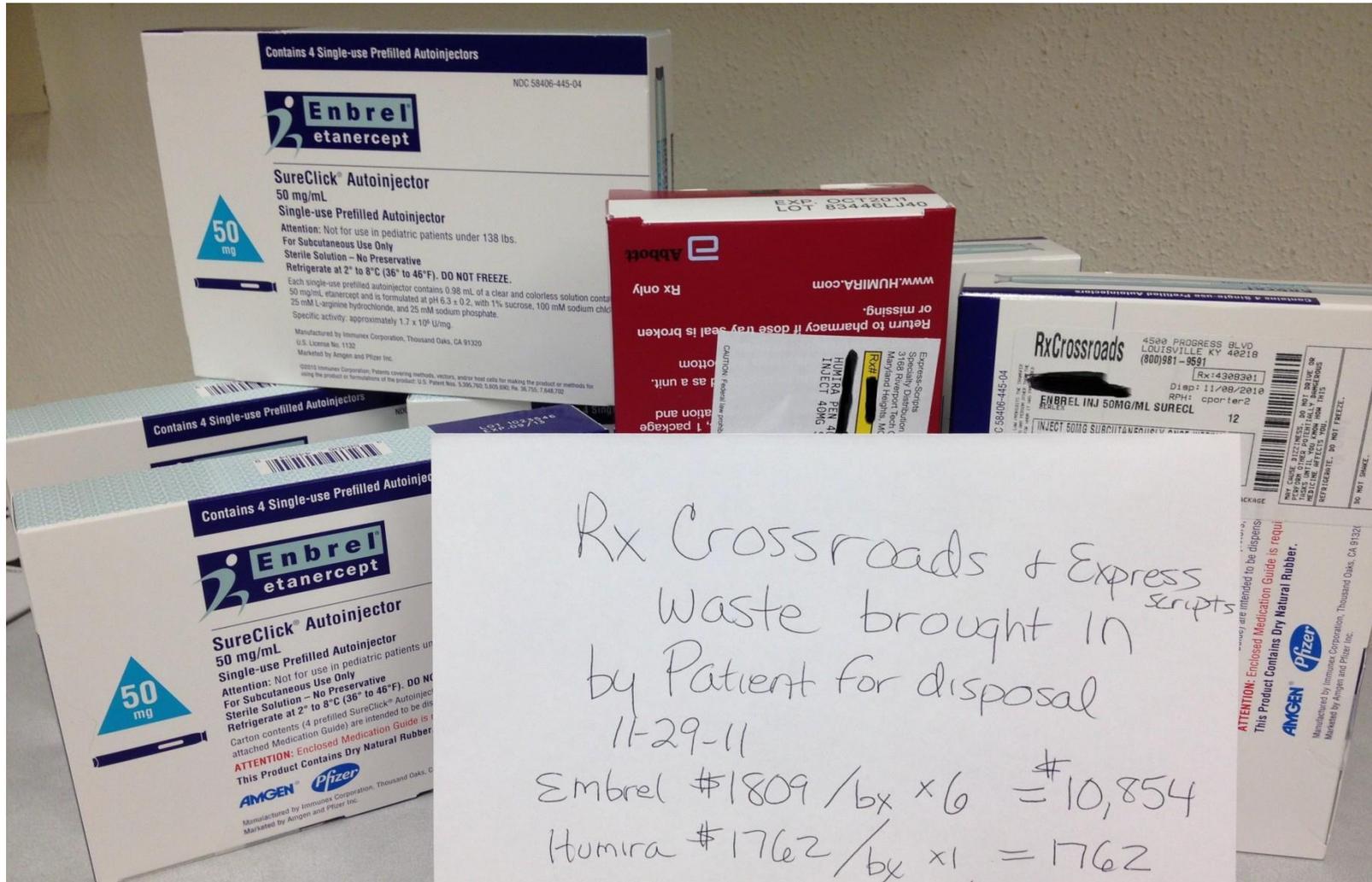
# Mail Order Waste



“This is what \$30,000 of waste looks like”

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# Mail Order Waste



**\$12,600 for one patient**

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# Mail Order Waste

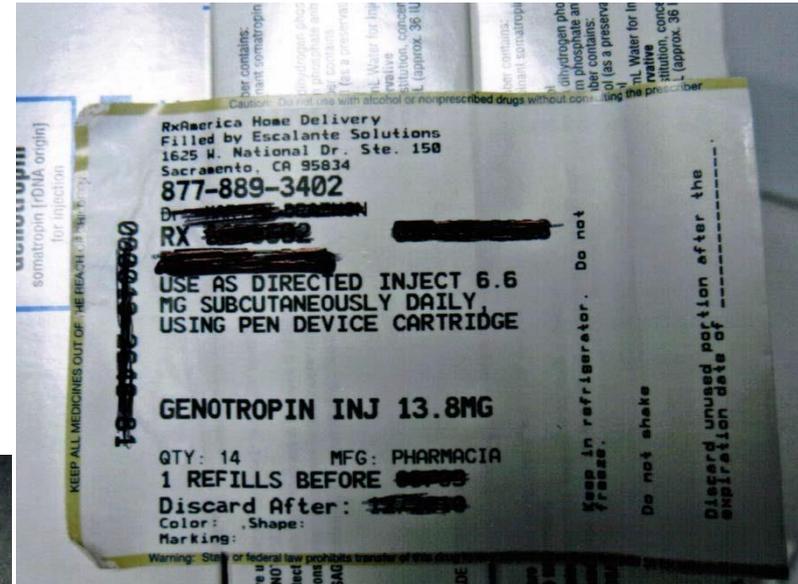


\$4,300

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# Mail Order Waste

“This was returned to my pharmacy for disposal. Mail order kept sending this even though the doctor discontinued it and the patient called and told them to stop sending.”



Value is over \$29,000

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# Mail Order Waste



Medications came back from from a deceased patient's spouse:

19 bottles of insulin = \$7819.83

5 bottles of Renvela for chronic kidney disease = \$3287.45

Estimated total mail order waste is \$11,107.28

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# Mail Order Waste



“A family brought in for a recently deceased NY state retiree.  
\$62,000 worth of medications”.

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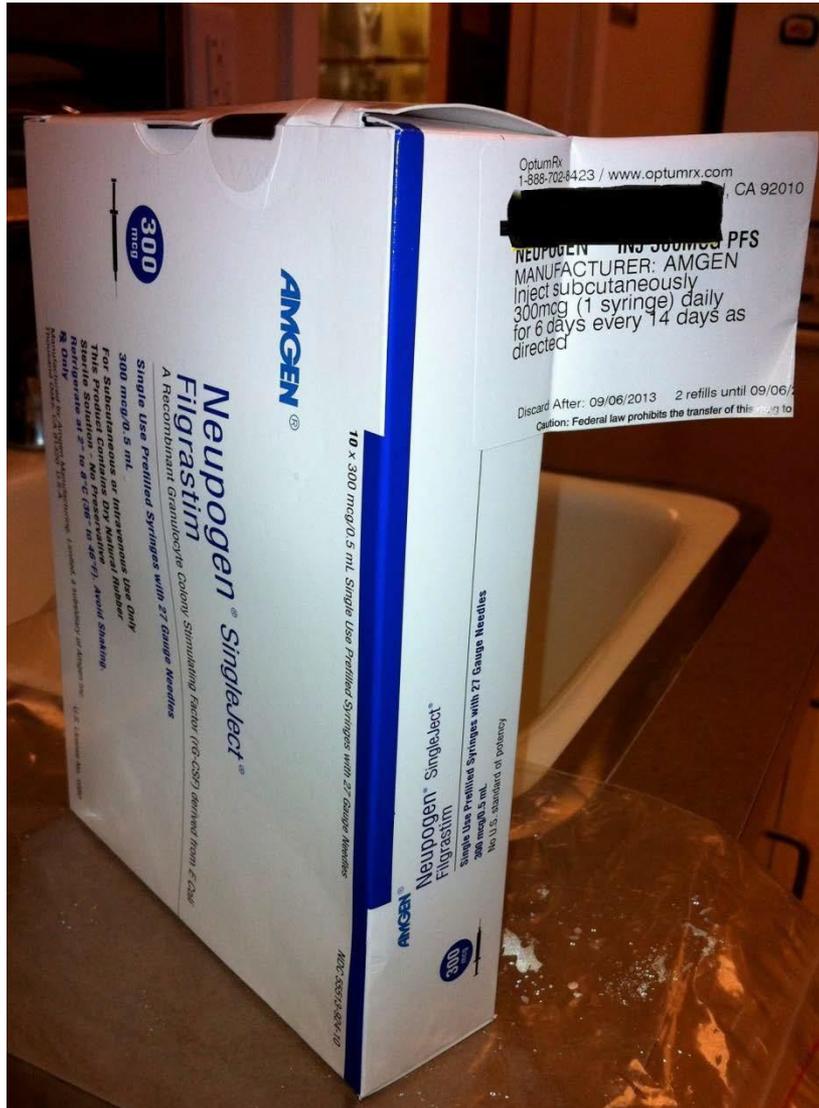
# Mail Order Waste



\$30,000 from one patient

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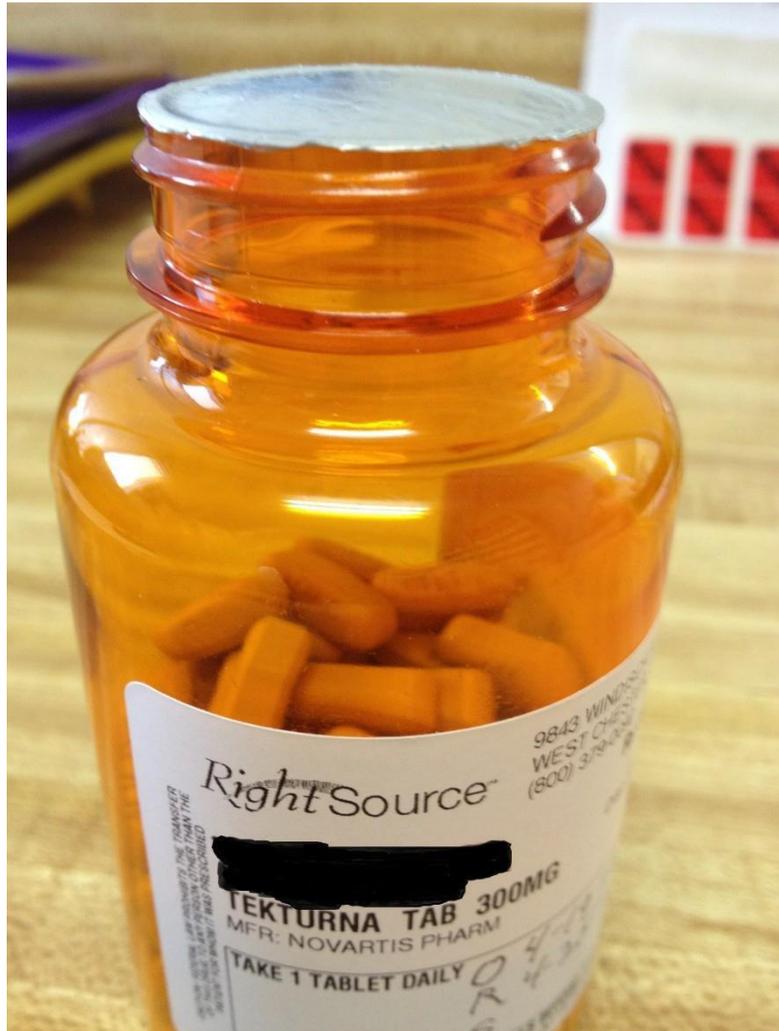
# Mail Order Waste



“Once again the pitfalls of using mail order pharmacy, or specialty pharmacy through mail. One of my patient's received 2 boxes of Neupogen, of which she did not require, but the mail order will not take back, and wasted the healthcare system \$6,962.40, of which the mail order was paid this, and the patient will have to just throw it away.”

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# Mail Order Waste



90-Day Supply  
Never opened  
\$330

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# Mail Order Waste



\$1,100

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# Mail Order Waste



All brought back from one patient

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# Mail Order Waste



\$3,680

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# Mail Order Waste



\$7,000

These were all brought back for disposal from a cancer patient's husband.

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# Mail Order Waste



\$850.00 – all from one patient

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# Mail Order Waste



\$4,378

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# Mail Order Waste



“17 boxes of unused and expired medication worth almost \$3,000! This mail order patient found out we were a drop-off location for expired and unused medications and brought these in. Thanks for such a great program.”

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# Mail Order Waste



\$6,800 worth of inhalation products

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# Mail Order Waste



\$9,200

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# Mail Order Waste



\$8,208

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# Mail Order Waste – Express Scripts



“Just one example of Express Scripts overutilization of the healthcare system. The patient has since deceased and his spouse opened up about how many times that she tried to get Express Scripts to stop sending items. That is over \$6,000 that Express Scripts charged the patients plan.”

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# Mail Order Waste – Express Scripts



The patient accumulated an entire year's worth of medications through mail order.

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# Mail Order Waste – Express Scripts



Patient was forced to use mail order or face high mark ups for coming to the store where I work. The patient received the wrong dose of Xopenex via mail order. When the patient alerted her mail order provider of the mistake, they told her there was nothing they could do about it. After numerous calls to her mail order provider about how to dispose of the medication, the patient was instructed to bring the Xopenex to the patient's community pharmacy for disposal.

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# Mail Order Waste – Express Scripts



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# Mail Order Waste – Express Scripts



\$4,335

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# Mail Order Waste – Express Scripts



\$2,300

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# Mail Order Waste – Express Scripts



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# Mail Order Waste – Express Scripts



“Please note that the customer attempted to cancel some of these from coming to her, but was told it was too late to stop the process...”

\$800

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# Mail Order Waste – Express Scripts



\$7,137

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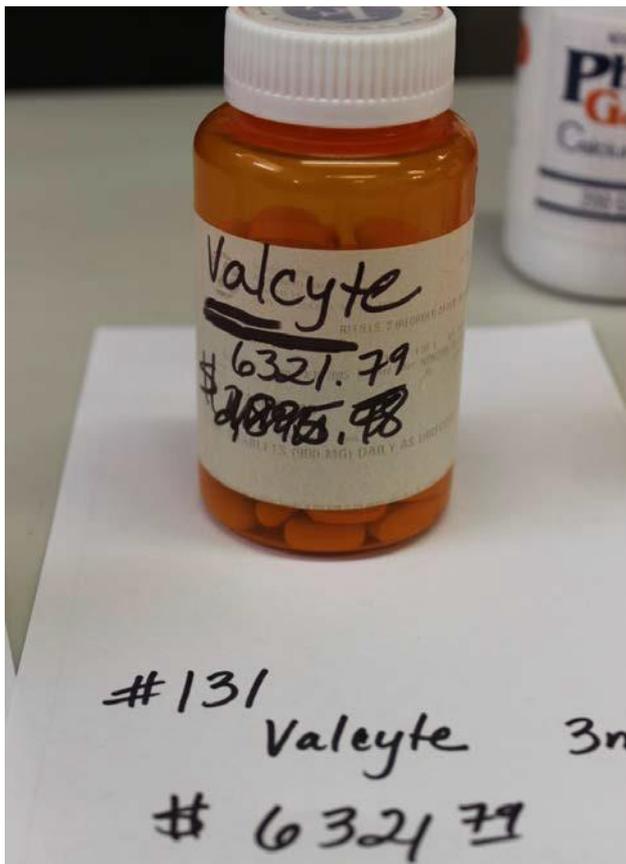
# Mail Order Waste – Express Scripts



Mail order waste return from a customer who recently passed. Grand total of \$4,700 of wasted and never used prescriptions. Another fine example of how mail order is taking full advantage of individuals and businesses.

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# Mail Order Waste – Express Scripts



Antiviral and cholesterol medications:  
\$7,000 for one patient

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# Mail Order Waste – TRICARE/ESI



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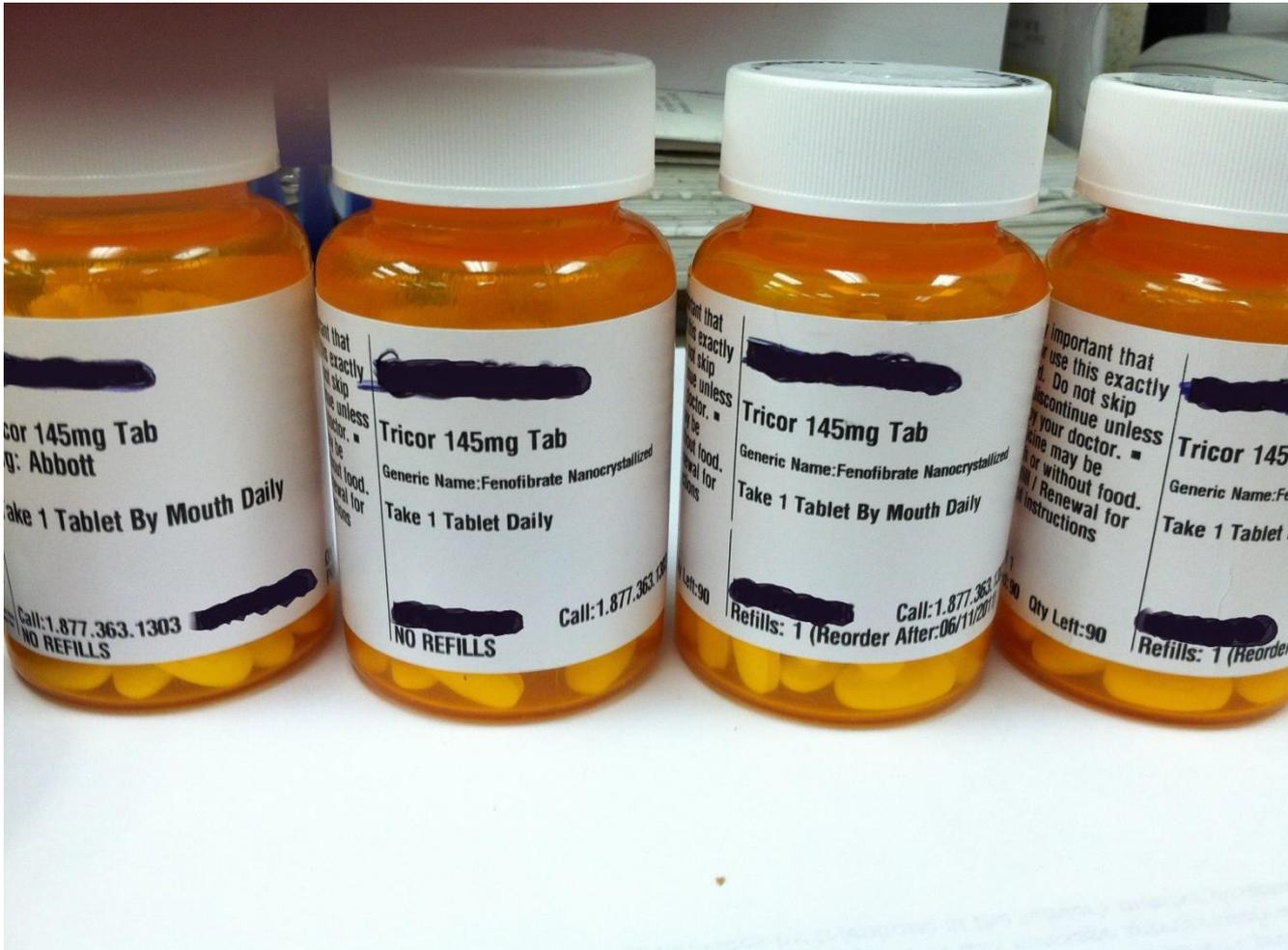
# Mail Order Waste – TRICARE/ESI



“This was not from one of our patients, but we had a gentleman come into the pharmacy who said his mother had passed away and he had some medication to dispose of. He said that both he and his mother were frustrated that they kept sending this to his mom when she was never even trained on how to use an insulin pen. He also said she didn't know how to tell them to stop sending it. The cost of this is over \$2,200.”

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# Mail Order Waste – TRICARE/ESI



\$2,300

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# Mail Order Waste – TRICARE/ESI



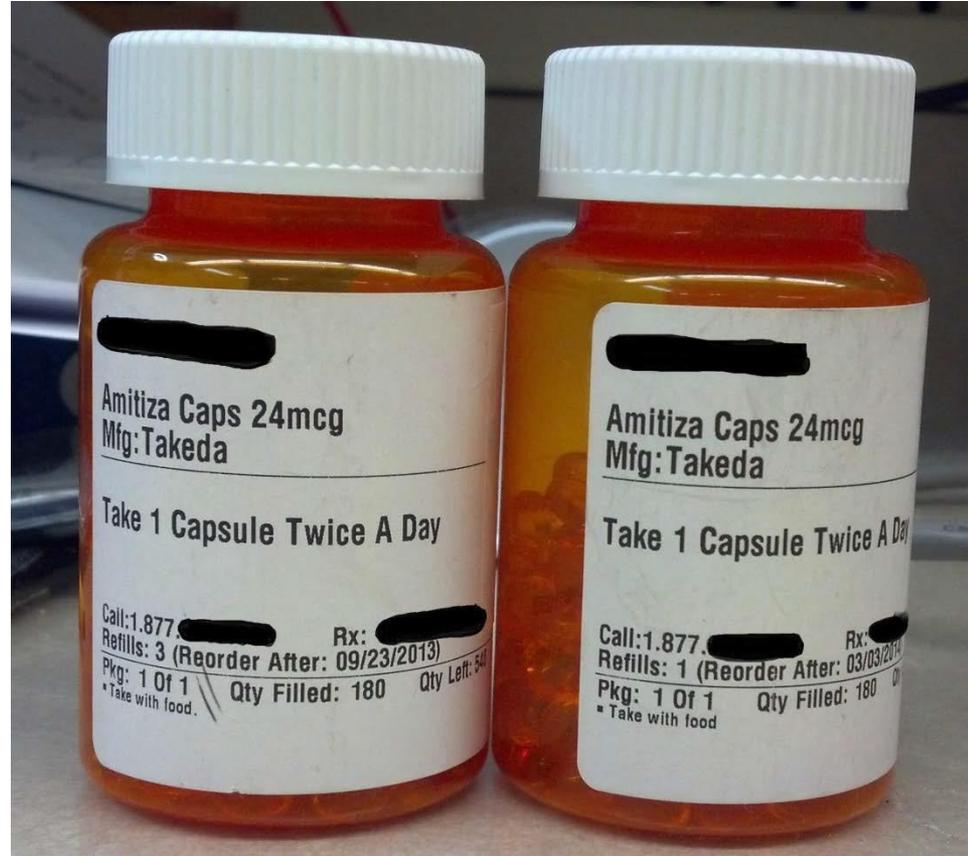
\$6660

“Imitrex injections received from military mail order. Patient called mail order multiple times to cancel order, but continued to get medications. Patient died and spouse received order after death.”

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# Mail Order Waste – TRICARE/ESI

The two bottles brought into my store were sent to a TRICARE patient. He says he called Express Scripts after his doctor took him off the Amitiza. He was about half way through a 90 day supply when he contacted Express Scripts to stop the auto-shipment. Even though he called to stop the shipment he received the next bottle in June. He called Express Script to complain. They refunded his copay and told him to just throw away the \$795 worth of medication. He was told it would not happen again and another 90 days arrived recently. He says he does not understand why he can't just come into my store for maintenance medication. He said the only reason he signed up for the autoship through Express Scripts is because he never got the medication on time.



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# Mail Order Waste – TRICARE/ESI



\$3,400: despite repeated calls, Medication continued to come until patient's death.

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# Mail Order Waste – Medco



“Almost all were returned unopened” ~ \$2,300

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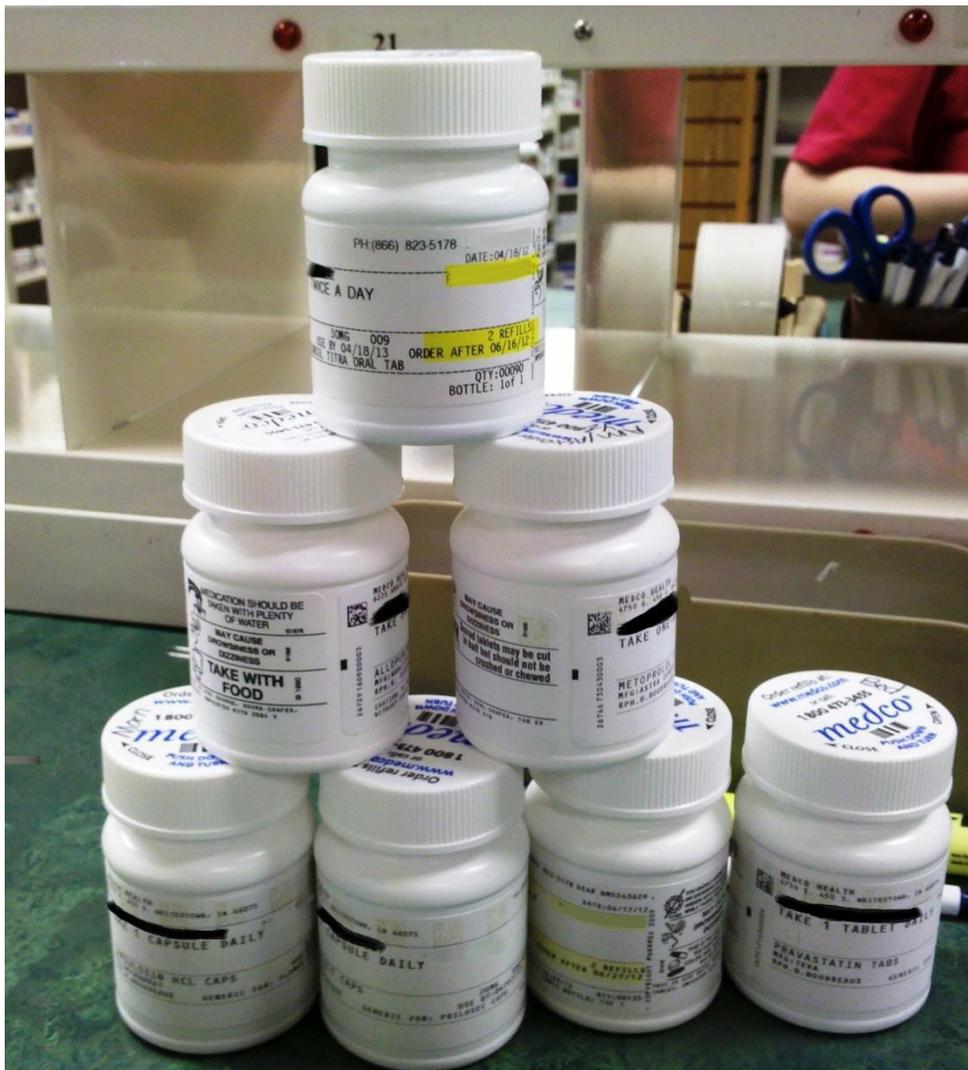
# Mail Order Waste – Medco



Approximately  
\$5,000

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# Mail Order Waste – Medco



“These were not from our patient, but we helped them dispose of their medications properly.”

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# Mail Order Waste – Medco



“Just over \$17,000 worth of meds from Medco Mail order. I hate to see what this person’s company paid for these meds and what it did to his company’s health premiums. Mail order facilities can shout from the rooftops about compliance all they want but just because you mail a person his/her meds, that doesn’t mean they are taking them.”

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# Mail Order Waste – Medco



“One patient. Six months over supply due to 90-day filling and therapy changes.” Approximately \$4,000

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# Mail Order Waste – Medco



\$3,045

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# Mail Order Waste – Medco



Patient returned 27 bottles  
for to us to destroy  
Value: \$7,000

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# Mail Order Waste – Medco



**\$70,000** worth of medications from Medco's specialty pharmacy – all for ONE patient

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# Mail Order Waste – Medco



**\$11,500**

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# Mail Order Waste – Medco



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# Mail Order Waste – Medco



Drug Name/Strength	Qty	Size	Pill Cost	Retail Cost	Days Supply
Aggrenox 25mg/200mg	120	60	\$4.87	\$583.39	120
Amlodipine Bes. 5mg	360	90	\$0.15	\$55.77	180
Amoxicillin 500mg	180	500	\$0.38	\$68.97	180
Furosemide 40mg	90	100	\$0.18	\$16.00	90
Klor-Con M10ER	270	100	\$0.58	\$156.93	270
Levothyroxine 112mcg	180	100	\$0.39	\$70.66	180
Losartan 50mg	360	90	\$2.32	\$833.42	180
Metformin 500mg	450	100	\$0.33	\$149.27	150
Nexium 40mg	90	500	\$7.47	\$672.12	90
Verapamil 120mg	1534	500	\$1.12	\$1723.89	767
			<b>Total</b>	<b>\$4330.42</b>	

All from one patient who was on auto-refill. He passed away and a family member cleaning his home out brought them in. A listing of what was collected, retail costs, and how long this supply would have lasted.

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# Mail Order Waste – Medco



“\$5,600 worth  
of cholesterol  
medications”

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# Mail Order Waste - Medco



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# Mail Order Waste - Medco



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# Mail Order Waste - Medco



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# Mail Order Waste - Medco



\$1,500

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# Mail Order Waste - Medco



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# Mail Order Waste – Aetna



\$2,550

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# Mail Order Waste – Caremark



**\$61,000**

“This is all for ONE patient that passed away and the family brought it into us to see if we could dispose of it for them. The patient was a Cystic Fibrosis patient that was dealing with Caremark Specialty mail order.”

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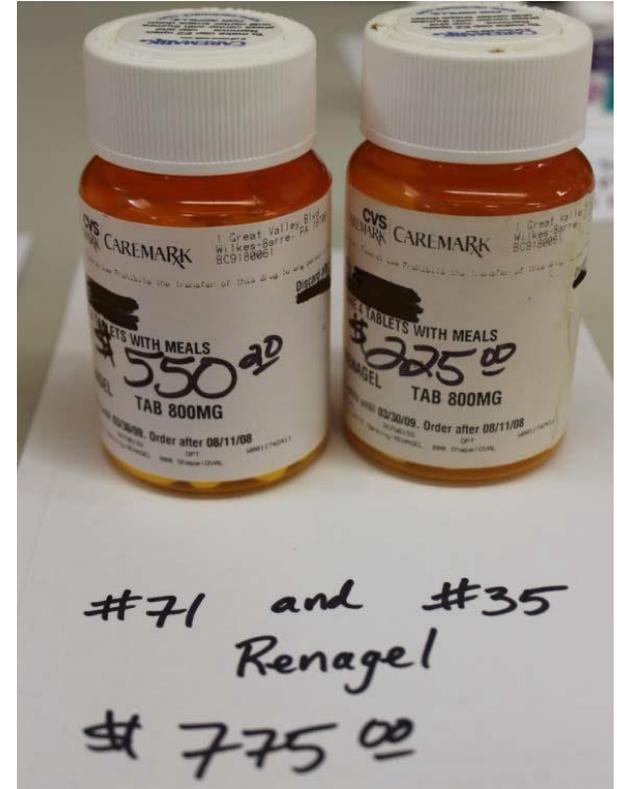
# Mail Order Waste – Caremark



\$17,000

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# Mail Order Waste – Caremark



Over \$5,200 of medications all returned for one patient

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# Mail Order Waste – Caremark

“A garbage bag full of oral and nebulizer medications for one patient to be disposed of.”



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# Mail Order Waste – Caremark



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# Mail Order Waste – Caremark



“This was over \$3,000 worth of Celebrex<sup>®</sup> that a wife brought in to me when her husband passed away. She said they just kept sending it even though they were not asking for it.”

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# Mail Order Waste – Caremark



## Medicare Part D Patient

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# Mail Order Waste – Caremark



## Medicare Part D Patient

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# Mail Order Waste – Caremark



23 boxes of Xopenex worth \$4118 billed to Medicare Part D  
through Caremark mail order

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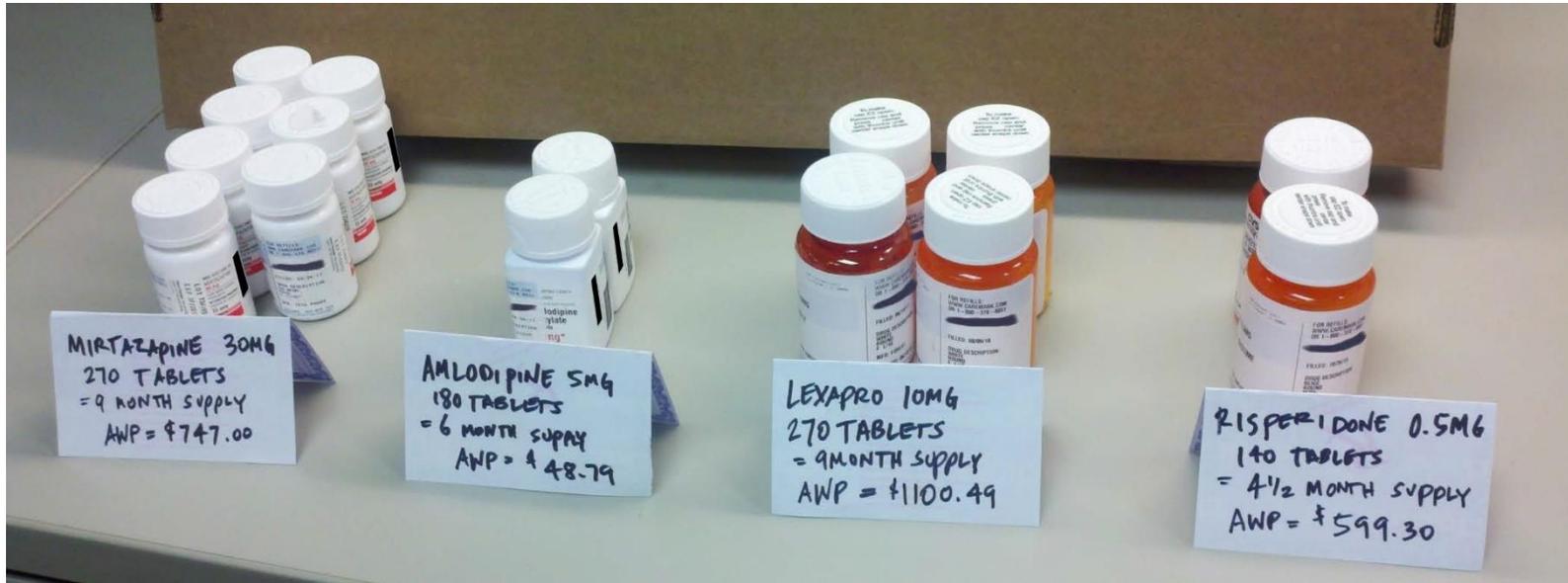
# Mail Order Waste – Caremark



“About \$3,400 worth of patches sent to the patient”

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# Mail Order Waste – Caremark

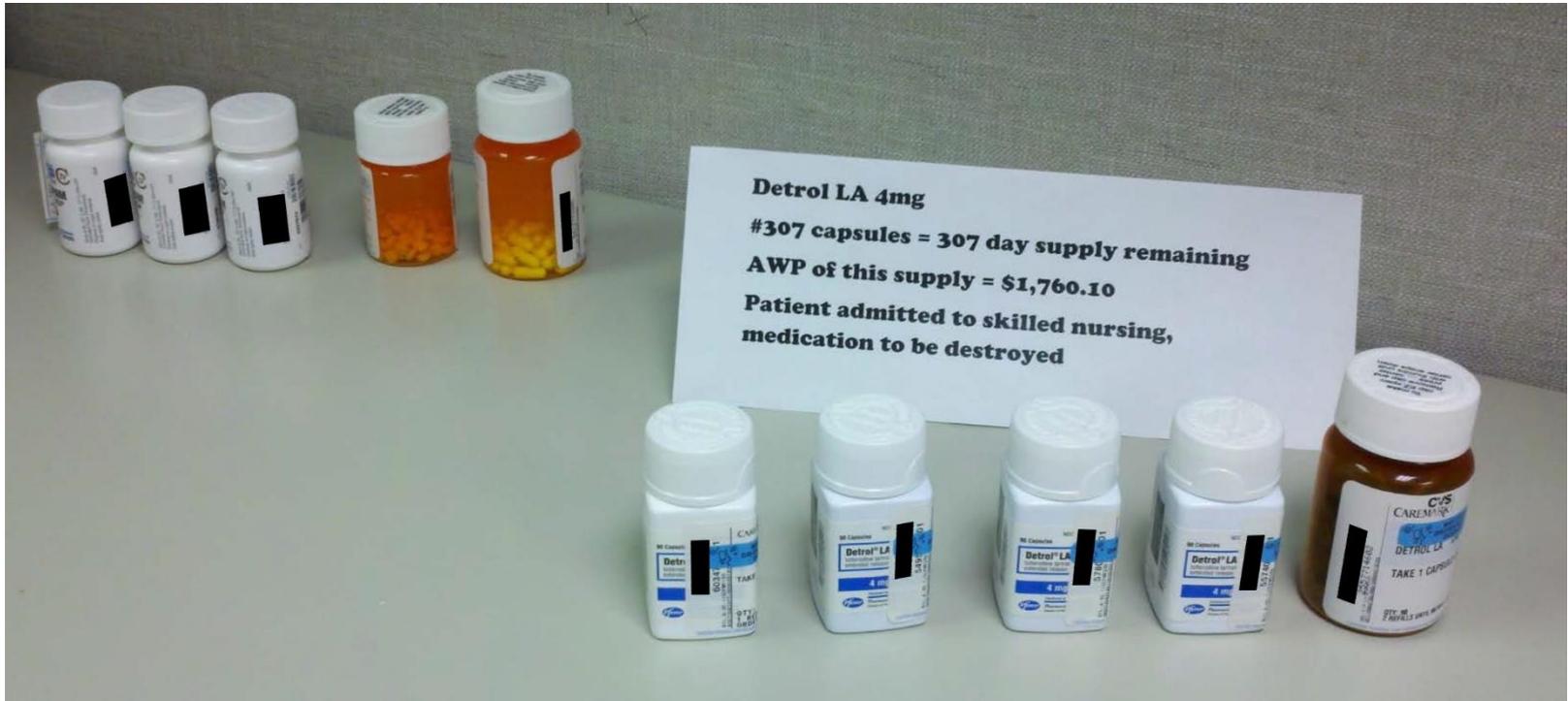


“This patient is cared for in a dementia unit so these are not missed doses, it is overfilling by mail order.”

**\$2,500**

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# Mail Order Waste – Caremark



**\$1,760**

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# Mail Order Waste – Caremark



\$1,882

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# Mail Order Waste – Caremark



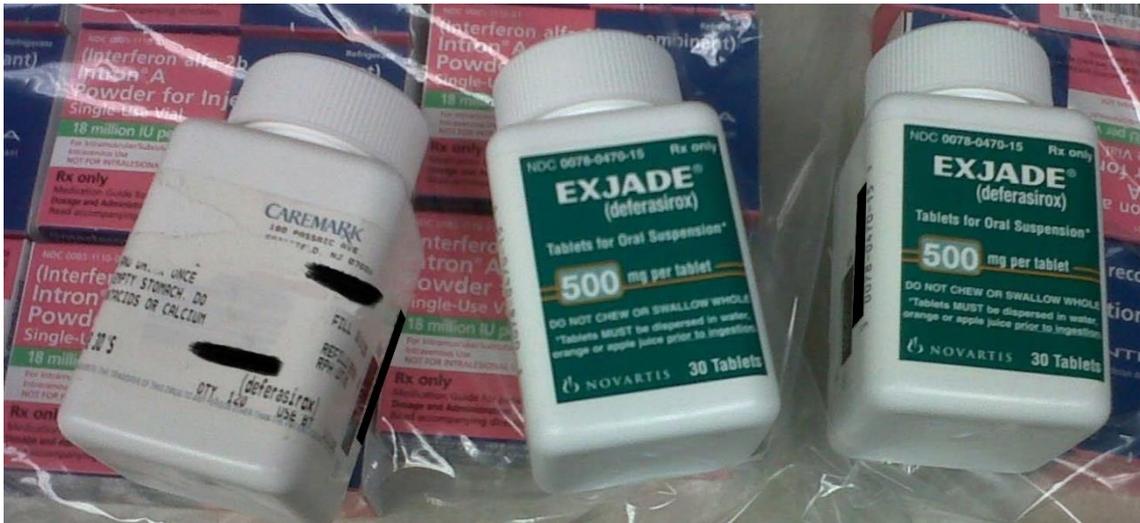
\$14,844 = 17 month supply

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# Mail Order Waste – Caremark



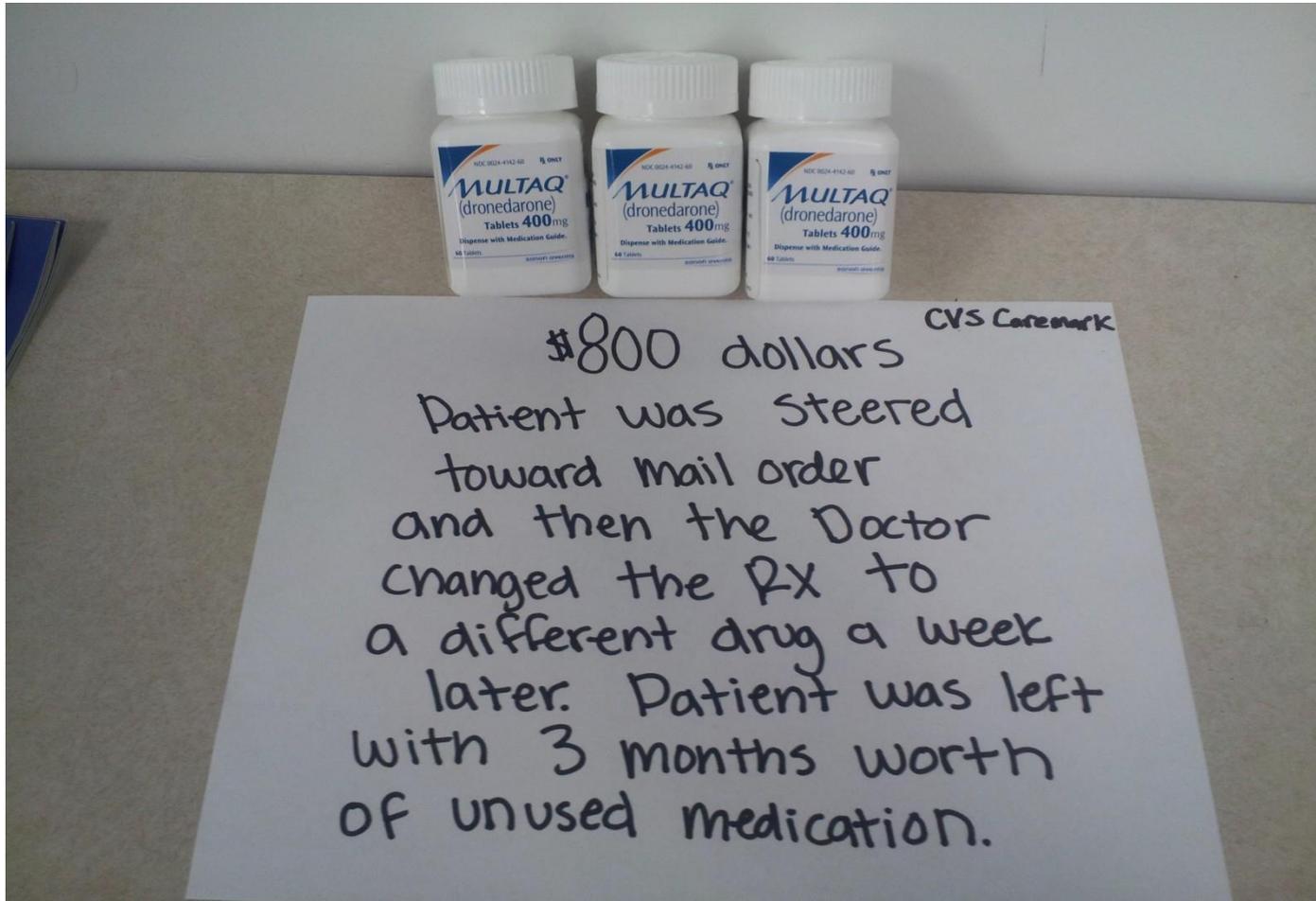
\$22,000



“\$22,000 worth of specialty drugs from CVS Caremark brought in for our disposal program. The Exjade alone is about \$6000/bottle. The bottles were sealed. Makes you wonder if the ones paying the bill ever think about it.”

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# Mail Order Waste - Caremark



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# Mail Order Waste – Cigna



“A patient of ours was ‘forced’ to use mail order for her insulin. Cigna mail order signed her up for an auto ship program.

She told us that she called them to alert them that she would be on vacation and to hold her insulin until she returned. They shipped about \$2,000 worth of insulin which sat on her front porch in the summer heat for over a week.”

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# Mail Order Waste – Prescription Solutions



\$2,500

“Photos of insulin that one of our regular customers got from mail order - the patient has not been in good health for some time and passed away. The family brought in this unused insulin to see what to do with it. Unfortunately the only option was to tell them to dispose of it.”

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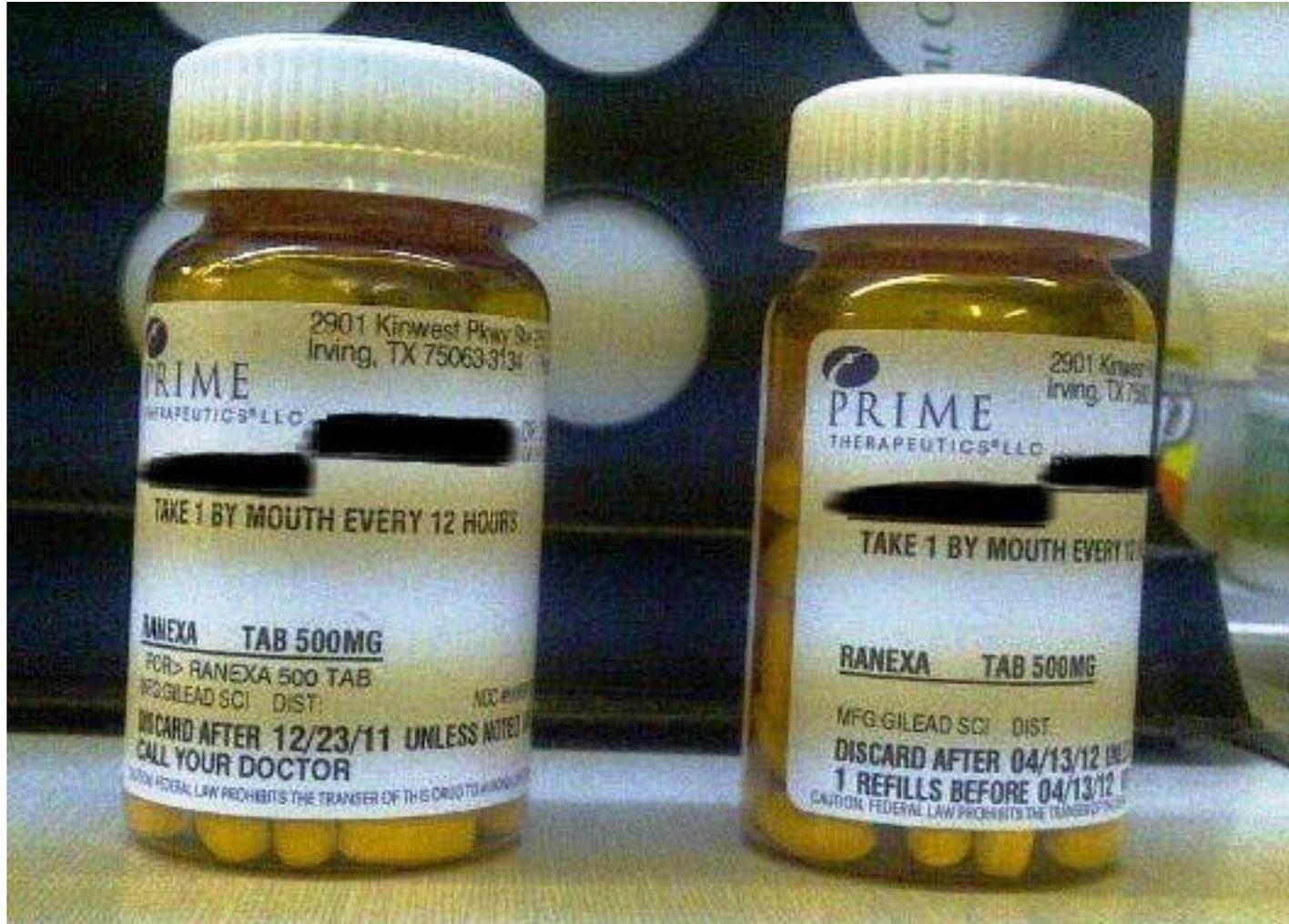
# Mail Order Waste – Prescription Solutions



Over \$2,000 worth of unopened mail order medications (including insulin pens) that were auto-shipped every month

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# Mail Order Waste – Prime Therapeutics



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# Mail Order Waste – Prime Therapeutics



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# Mail Order Waste – Veteran's Affairs



**\$6,800**

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# Mail Order Waste – Veteran's Affairs



\$1,950

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# Mail Order Waste – Veteran's Affairs



\$3,500

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# Mail Order Waste – Veteran's Affairs



\$1,000

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# Mail Order Waste – Veteran's Affairs



\$5,000

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# Mail Order Waste – Veteran’s Affairs



“These medications were recovered from the neighbor of a patient of mine. She helped care for him. He was a patient of the VA hospital here in Ohio. This was about half of the recovered waste and represents about \$1,500 in waste...unreal.”

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# Mail Order Waste – Veteran's Affairs



\$5,400

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# Mail Order Waste – Veteran's Affairs



“This came in from our loyal customer's husband. They lived in different states and received his medications from mail order in each of those states. The patient ended up receiving double of some medications because each state told them they had to send him ALL of his meds and couldn't just send the one or two medicines his current state couldn't provide. The patient's wife said they tried everything to stop receiving so many unnecessary medicines, they told her it was 'all or nothing'. Estimated \$5,000 worth of waste altogether.”

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# Mail Order Waste – Veteran's Affairs



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# Mail Order Waste – Veteran’s Affairs



“Mail order prescriptions that were brought into our pharmacy to be disposed of. These were from the VA mail order (government wasting) and the patient had repeatedly asked them to stop sending the prescription for that medication. Hope you can use this to convince some people that mail order is wasteful, even in our government programs.”

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# Mail Order Waste – Veteran's Affairs



“This is just **1** VA patient among several hundred thousand. The patient was elderly and not even on this medication anymore and did not know how to stop the deliveries. She passed away with some of the evidence and a distant relative said she threw most of it away over the years!”

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# Mail Order Waste – Veteran's Affairs



“Above you are looking at over \$2,000.00 of medication that is simply wasted. This does not include the co-pays that veterans are being forced to pay even without proactively ordering the medication. These mail order facilities are sending a 90 days supply of medication without the patient requesting it be sent, in many cases four or five weeks before the patients even need the medication.”

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# Mail Order Waste – Veteran's Affairs



“These medications from a deceased patient were returned to us from a funeral home with several unopened containers all from mail order.”

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# Mail Order Waste – Veteran's Affairs and Part B



Insulin syringes, insulin, diabetes medications, test strips from the VA = \$4,000

Testing meters, lancets, lancing devices billed to Medicare Part B = \$3,700

\$7,700 all from one patient: 7 years worth of supplies

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# Mail Order Waste – Medicare



“These items were brought in by a customer for a family member who just entered a nursing home. They were not ordered, just automatically shipped regularly by Liberty Medical. I assume taxpayers paid for all this through Medicare.”

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# Mail Order Waste – Medicare



\$1,800

“These were from a mail order company who shipped them twice in the same year. These boxes have been expired for over a year. The left column is one shipment, and the right column is another shipment for the same patient. I was so distraught when they brought these in because we keep getting audited every time we send a budesonide out the door, but yet mail order can send a patient six boxes at a time!!!”

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# Mail Order Waste – Medicare



“These are discontinued medications which continue to be sent to a Medicare Part D patient without him reordering them. This was about \$9,000 worth”

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# Mail Order Waste – Medicare



“Albuterol and Budesonide, 1,200 doses from Liberty Medical, billed to Medicare Part B. The patient only brought in what was outdated and said she had 3 to 4 times that much at home still and they send more each month.”

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# Mail Order Waste – Medicare



“The picture represents my mother’s diabetes medications that were auto shipped to her from Liberty mail order pharmacy during a 2 year period. The cost for these products represents \$442.50 per year of waste in the system that you and I as taxpayers paid for. Multiply this by the number of diabetic patients in this country, over 21 million, and the numbers are astronomical: **\$9.3 Billion** in potential waste and abuse in the diabetes community alone when provided by mail order companies.”

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# Mail Order Waste – Medicare



“Albuterol and Ipratropium, 1,920 doses, billed to Medicare Part B. Patient had 6 times more still at home and called the mail order pharmacy to tell them they had overstocked. The pharmacy told the patient to hang on to the medicine because his insurance might stop covering these products. None of this medicine was outdated.”

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# Mail Order Waste – Medicare



All auto-shipped to a Medicare beneficiary who was receiving these supplies through the mail without ordering them.

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# Mail Order Waste – Medicare



30 boxes of test strips and 15 boxes of lancets for a Medicare patient =  
\$1,500

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# Mail Order Waste – Medicare/Medicaid



“Almost \$900 worth of insulin, still in date! We can’t recycle to anyone, clinic, or organization because there’s no guarantee that it has been stored appropriately (including us). What a travesty! This patient is a ***Medicare patient, dual eligible.***”

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# Mail Order Waste – Medicare/Medicaid



“These were all returned for a dual-eligible patient who passed away. In the wastebasket are expired products. We salvaged what we could and donated the ones in the trash bag to a local free clinic.”

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# Mail Order Waste – Diabetes Supplies



\$11,096

“26 vials of Novolog and 84 vials of Lantus. About \$11,096 worth of waste in the mail order pharmacy system. Auto Shipped from Liberty Medical to the patient who accumulated beyond belief and now wants them wasted, since they are changing to the Insulin Pen. Adherence was not great for this patient. Do you think that Liberty Medical ever checked to see if the patient was compliant? Or do you think they just kept auto shipping, and auto shipping, and auto shipping.”

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# Mail Order Waste – Diabetes Supplies



“These testing supplies were brought in by a customer who had already called and asked the mail order company to stop sending her father's testing supplies since he already had more than he could ever use. There was over \$3500 in strips, another \$500 in lancets and another \$100 in testing solutions. 2 meters and 3 lancing devices. She said she had already thrown out several other boxes in the past to make room. We advised her to call the Medicare fraud waste and abuse hot line..... she has received two more shipments since that time.”

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# Mail Order Waste – Diabetes Supplies



8 Boxes = \$2,400



7 Boxes = \$2,000

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# Mail Order Waste – Diabetes Supplies



“Long time customer’s mother passed away recently. This pile of waste was a joint effort of Medco mail order and Walgreens. Neither would help her dispose of it. Took an oversized trash bag to get it to the pharmacy. Insulin and diabetic supplies I would estimate at ~\$6000. So much waste!”

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# Mail Order Waste – Diabetes Supplies



“Liberty Medical testing supplies. Wasteful! They send too much to the patient without them requesting it!”

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# Mail Order Waste – Diabetes Supplies



“9 boxes of Lantus Solostar pens dropped off at our store for disposal, retails for about \$2500. The customer asked to have the order changed but they kept sending 3 boxes with every shipment. The patient passed away and the spouse brought in the excess (a common theme with mail order).”

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# Mail Order Waste – Diabetes Supplies



“About \$1,000 worth of diabetes supplies billed through Medicare Part B for a patient who passed away”

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# Mail Order Waste – Diabetes Supplies



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# Mail Order Waste – Diabetes Supplies



Leftover supplies from a patient who passed away. Provided by the daughter cleaning out her mothers house.

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# Mail Order Waste



\$27,000 of mail order waste from Express Scripts mail order

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# Mail Order Waste



\$284,345.75 of PBM owned specialty pharmacy waste.

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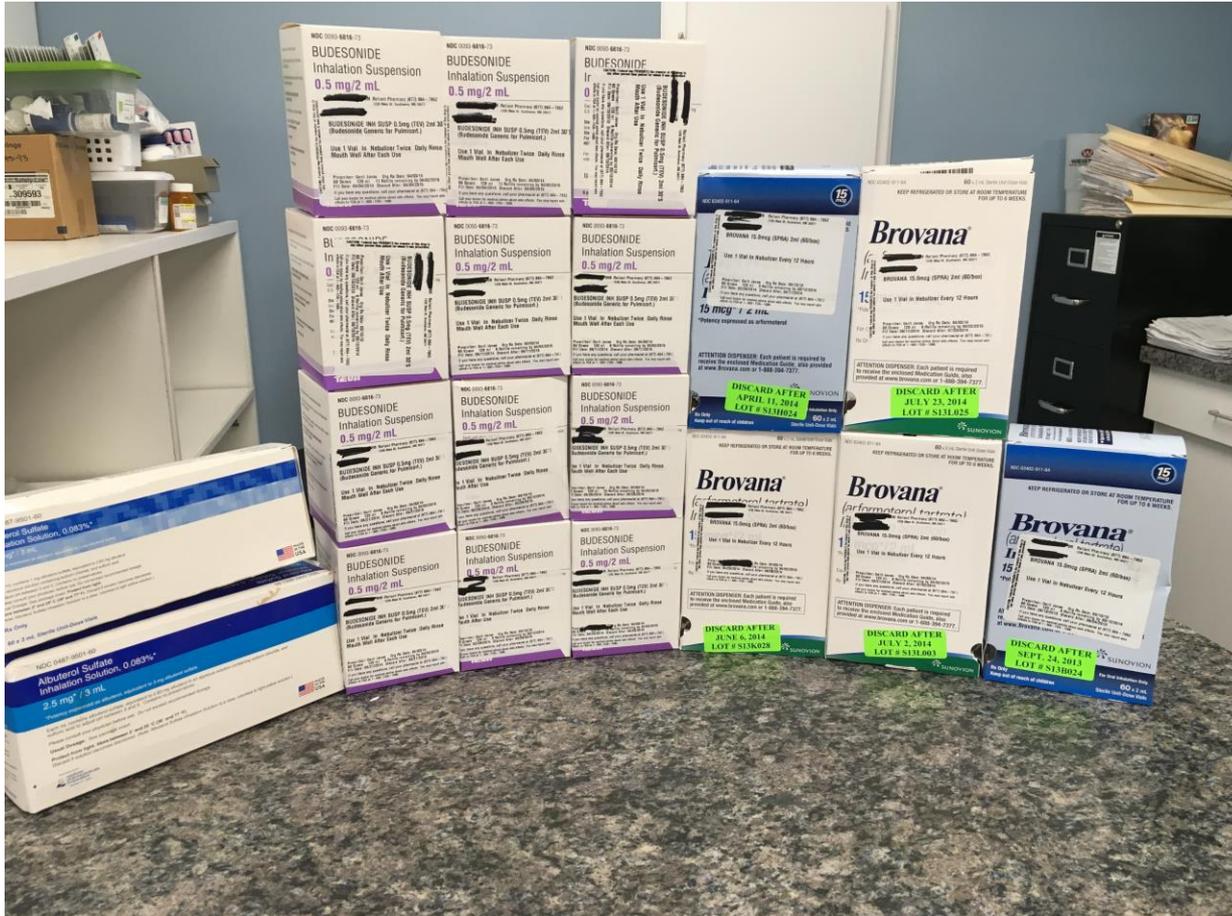
# Mail Order Waste



\$15,500 of mail order waste in Kansas

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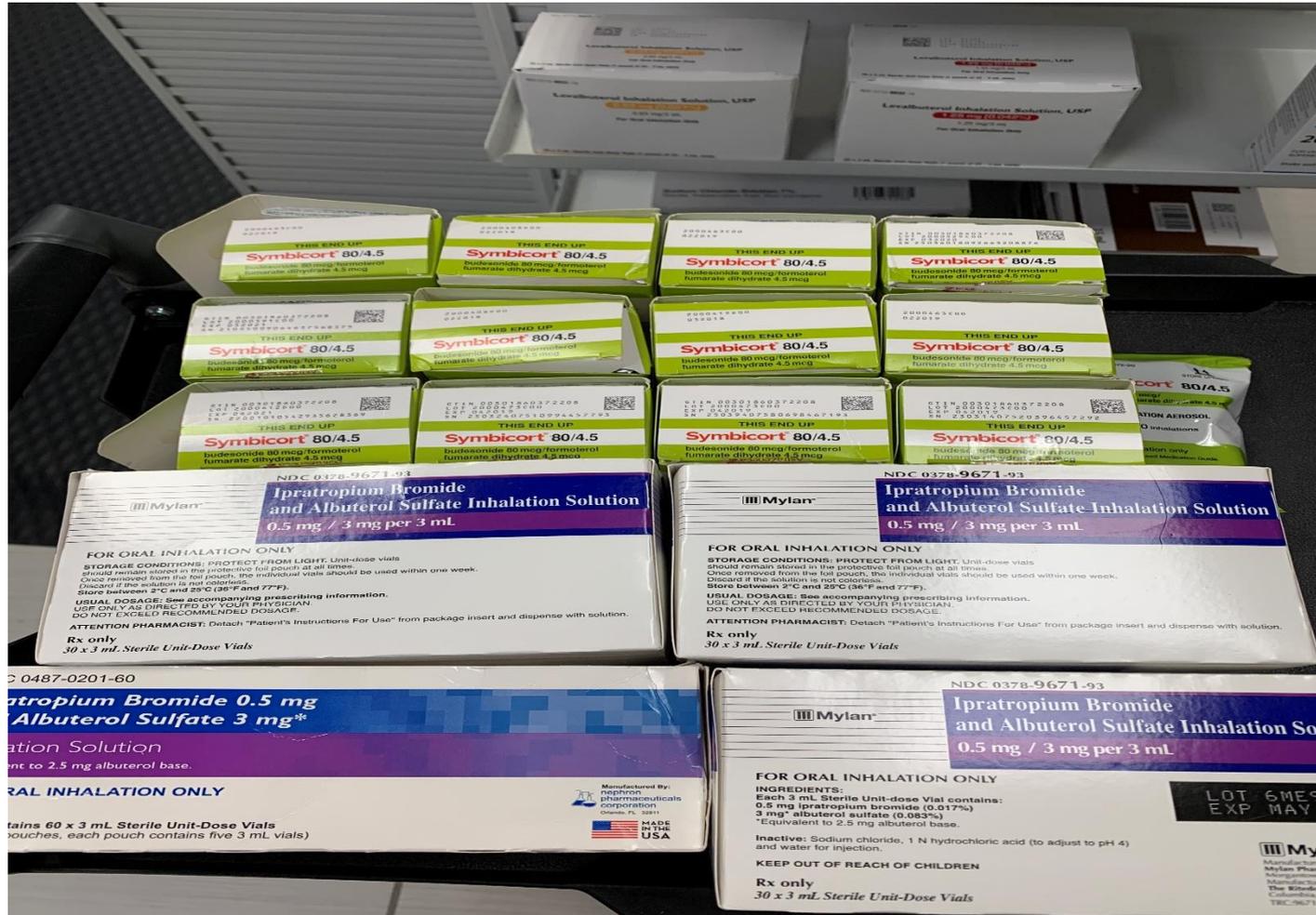
# Mail Order Waste



## Mail Order Waste in Nebraska

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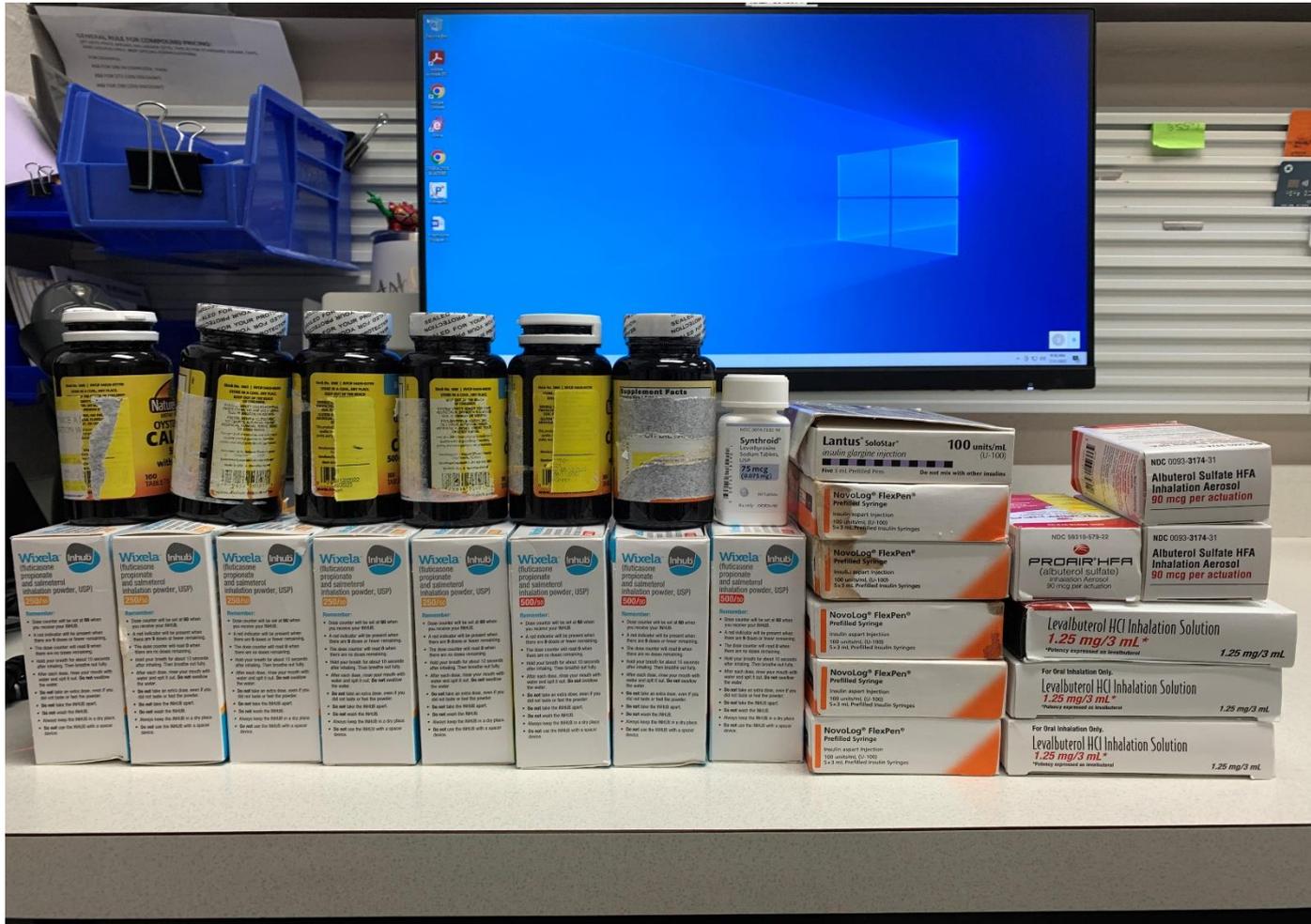
# Mail Order Waste



## Mail Order Waste in Florida

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# Mail Order Waste



## Mail Order Waste in Florida

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