

**Retail 90 Copay Refunds**

In October 2021, MDA and consultants were notified by Priority Health that the Schedule of Benefits and SBCs had conflicting benefits for the 90 day retail and mail order prescription drug copays. The Schedule of Benefits states that the cost share for the 90 day retail and mail order prescriptions is 2x copays. The SBC stated that the cost share for the 90 day retail and mail order prescription was 3x copays. Priority Health's system was also set up to apply 3 copays for 90 day retail rather than 2 copays as outlined in the Schedule of Benefits.

MDA made the decision to refund members that had overpaid and update SBCs (along with Priority Health's claim system) to match the Schedule of Benefits. Express Scripts was able to pull reporting for 2019, 2020 and 2021. For the Board's reference, those aggregate amounts refunded are:

**2019: \$489**

**2020: \$3,177**

**2021: \$4,123**

**Total: \$7,789**