

**Medicare Part D Pharmacist Opinion Survey
Results Published by the National Council of State Pharmacy Association Executives**

**Survey conducted through Zoomerang Survey Management
5,589 fully completed surveys
Survey launch: March 23, 2006
Survey close: April 1, 2006**

1. Which term best describes your current practice setting?

	Number	Ratio
Community-Independent	2831	48%
Community-Chain	1358	23%
Clinic	216	40%
Hospital-Outpatient	194	30%
Hospital-Inpatient	50	10%
Long Term Care	466	80%
Mass Merchandiser	75	10%
Grocery Store	389	70%
Home Infusion	59	10%
Other, Please Specify	221	40%
Total	5859	100%

2. Which of the following best describes where your practice is located?

	Number	Ratio
Small Town (population <10,000)	1827	31%
Urban-small city (10,000-100,000)	1956	33%
Urban-large city (>100,000)	1408	24%
Suburb of a small city	95	2%
Suburb of a large city	573	10%
Total	5859	100%

3. If a small town, what is the distance to the next nearest pharmacy from your place of practice?

	Number	Ratio
Same town	1014	56%
Less than 5 miles	214	12%
5 to 10 miles	199	11%
10 to 20 miles	246	13%
More than 20 miles	150	8%
Total	1823	100%

4. Zip code of practice location

5,859 responses

5. What is the average number of prescriptions filled daily in the pharmacy where you work?

	Number	Ratio
< 100	673	11%
100 to 250	2840	49%
251 to 500	1676	29%
> 500	566	10%
None	99	2%
Total	5854	100%

6. On average, during the month of January 2006, how much time did it take your practice to resolve a single Part D problem for a patient?

	Number	Ratio
< 10 min	165	3%
10 to 20 min	961	16%
20 to 30 min	1358	23%
30 to 60 min	1618	28%
> 60 min	1752	30%
Total	5854	100%

7. On average, during the months of February and March 2006, how much time did it take your pharmacy practice to resolve a single Part D problem for a patient?

	Number	Ratio
< 10 min	931	16%
10-20 min	1938	33%
20-30 min	1477	25%
30-60 min	1160	20%
> 60 min	348	6%
Total	5854	100%

8. How many Part D problems did your pharmacy practice experience in a typical day in the month of January 2006?

	Number	Ratio
one	71	1%
two to five	640	11%
five to 10	1326	23%
> 10	3768	64%
None	49	1%
Total	5854	100%

9. How many Part D problems did your pharmacy practice experience in a typical day during the months of February and March 2006?

	Number	Ratio
one	393	7%
two to five	2156	37%
five to 10	1871	32%
> 10	1373	23%
None	61	1%
Total	5854	100%

10. During the month of January 2006, how many hours did you and other staff members in your practice spend attempting to resolve Part D problems each week?

	Number	Ratio
None	46	1%
< five	297	5%
five to 10	1168	20%
11 to 20	1447	25%
21 to 40	1322	23%
> 40	1579	27%
	5859	100%

11. During the months of February and March 2006, how many hours have you and other staff members in your practice spent attempting to resolve Part D problems each week?

	Number	Ratio
None	62	1%
< 5	1390	24%
Five to 10	1755	30%
11 to 20	1165	20%
21 to 40	947	16%
> 40	540	9%
Total	5859	100%

12. Based on your discussions with Part D recipients, how confident are you that a majority is in the Plan best suited for them?

	Number	Ratio
Very confident	272	5%
Somewhat confident	2572	44%
Not at all confident	2513	43%
Unsure	502	9%
Total	5859	100%

13. If not at all confident, do you feel that there is a plan that would better suit their needs?

	Number	Ratio
Yes	1336	53%
No	148	6%
Unsure	1026	41%
Total	2510	100%

14. What was the most significant obstacle to proper and timely filling of Part D prescriptions during the month of January 2006?

	Number	Ratio
Information from the federal government unavailable to PDP's	248	4%
Inability to contact a PDP	2399	41%
Inability to obtain necessary coverage or payment information from a PDP	1574	27%
Incomplete patient information from other sources (Medicaid, E1)	411	7%
Lack of auto enrollment for dual eligible patients	388	7%
Dual eligible patient auto enrolled into plan not accepted by your pharmacy	171	3%
Coordination of benefits issues	231	4%
Other, Please Specify	437	7%
Total	5859	100%

15. What has been the most significant obstacle to proper and timely filling of Part D prescriptions during the months of February and March 2006?

	Number	Ratio
Information from the federal government unavailable to PDP's	286	5%
Inability to contact a PDP	747	13%
Inability to obtain necessary coverage or payment information from a PDP	2040	35%
Incomplete patient information from other sources (Medicaid, E1)	616	11%
Lack of auto enrollment for dual eligible patients	536	9%
Dual eligible patient auto enrolled into plan not accepted by your pharmacy	225	4%
Coordination of benefits issues	861	15%
Other, Please Specify	548	9%
Total	5859	100%

16. During the month of January 2006, what percentage of your initial attempts to solve problems succeeded with resolutions to the problems?

	Number	Ratio
< 10%	1671	29%
10 to 25%	1628	28%
25 to 50%	1294	22%
50 to 75%	820	14%
> 75%	446	8%
Total	5859	100%

17. During the months of February and March 2006, what percentage of your initial attempts to solve problems succeeded with resolutions to the problems?

	Number	Ratio
< 10%	370	6%
10 to 25%	931	16%
25 to 50%	1461	25%
50 to 75%	1610	27%
> 75%	1487	25%
Total	5859	100%

18. Approximately how many of your Part D patients were unable to obtain coverage for a specific prescription medication during the transition period (the first 90 days of the benefit during which the PDPs were requested to cover all current therapies)?

	Number	Ratio
< five	1077	18%
five to 10	1154	20%
10 to 20	1143	20%
20 to 50	900	15%
> 50	641	11%
I don't know	944	16%
Total	5859	100%

19. Approximately what percentage of Part D patients at your practice have required prior authorization or have had other restrictions placed upon their medication needs by a PDP, although CMS requested that a 90 day transition supply be enforced?

	Number	Ratio
< 10%	1146	20%
10 to 20%	1741	30%
20 to 40%	1290	22%
40 to 60%	673	11%
> 60%	435	7%
I don't know	574	10%
Total	5859	100%

20. When coverage was uncertain, how many prescription medications were initially dispensed by your practice at “no charge” to the patient despite no guaranteed payment to the pharmacy?

	Number	Ratio
All	1077	18%
Most (> 50%)	1221	21%
Some (10 to 50%)	1393	24%
Few (< 10%)	1230	21%
None	574	10%
I don't know	364	6%
Total	5859	100%

21. What is your overall impression of the Part D program?

	Number	Ratio
Successful	119	2%
Moderate improvements are needed to be successful	1172	20%
Major improvements are needed to be successful	1888	32%
A poor program that should be restructured	2112	36%
Too early to tell	568	10%
Total	5859	100%

22. How often did the PDPs provide you or your patients with adequate information in order to process an exception or appeal during the month of January 2006?

	Number	Ratio
Always	43	1%
In most cases	823	14%
In some cases	3279	56%
Never	941	16%
I don't know	773	13%
Total	5859	100%

23. How often did the PDPs provide you or your patients with adequate information in order to process an exception or appeal during the months of February and March 2006?

	Number	Ratio
Always	109	2%
In most cases	2197	37%
In some cases	2438	42%
Never	371	6%
I don't know	744	13%
Total	5859	100%

24. How do you describe the current prescription medication coverage of most of your Medicaid/Medicare dual eligible recipients in comparison to their coverage prior to January 2006? (Check all that apply)

	Number	Ratio
More coverage	1107	19%
Less coverage	3253	56%
Higher copayments	2499	43%
Lower copayments	487	8%
I don't know	696	12%

25. If you provide prescription medications to dual eligible patients residing in a long term care facility, describe the most common issues experienced by these patients in relation to Medicare Part D between January and March 2006. (Check all that apply)

	Number	Ratio
Patients required to change PDP's when entered LTCF due to contract reasons	492	8%
PDP's will not pay for necessary services (i.e. unit dose packaging)	1173	20%
Many PDP's close at 5 pm, when significant numbers of admissions occur after 5 pm.	467	8%
Billing for monthly quantities of medication (often 31 days) when most plans limit reimbursement to a 30 day supply	852	15%
Difficulty obtaining transition supplies for patients who change plans or newly admitted patients	921	16%
Part D versus Part B coverage issues	1020	17%
Our pharmacy practice does not serve patients in LTC facilities	3624	62%
Other, Please Specify	513	9%

26. Do you serve patients residing in assisted living facilities? If so, how many PDP's provide coverage for the special services needed by these recipients such as unit dose packaging?

	Number	Ratio
All	75	1%
Most	205	3%
Some	708	12%
None	873	15%
I don't know	1001	17%
I don't serve assisted living facilities	2997	51%
Total	5859	100%

27. Many pharmacies reported that they were not provided an opportunity to negotiate contract terms that were acceptable to them but were only provided a “take-it or leave-it” option. Overall, how willing were the PDPs to negotiate terms with your pharmacy?

	Number	Ratio
Very willing	36	1%
Somewhat willing	202	3%
Willing only after our refusal to sign the initial contract	247	4%
Not at all willing—no negotiation	2813	48%
I don't know	2561	44%
Total	5859	100%

28. For the contracts that you did sign, how would you rate the reimbursement as compared to other third-party payers?

	Number	Ratio
Most are above average	63	1%
Most are about the same	485	8%
Most are below average	1554	27%
Most are the lowest in market	1802	31%
I don't know	1955	33%
Total	5859	100%

29. How would you rate the timeliness of claim payments by the PDPs?

	Number	Ratio
Excellent	21	0%
Good	232	4%
Average	1251	21%
Poor	2225	38%
I don't know	2130	36%
Total	5859	100%

30. Approximately how long has it taken for PDP's to pay submitted and approved claims?

	Number	Ratio
one week	24	0%
two weeks	170	3%
three weeks	489	8%
four weeks	1059	18%
> four weeks	1585	27%
I don't know	2532	43%
Total	5859	100%

31. What has been the impact of implementing Part D on your business? (Check all that apply)

	Number	Ratio
Negative cash flow	3079	53%
Positive cash flow	74	1%
Increased debt load for pharmacy (required lines of credit)	2086	36%
No impact upon debt load	116	2%
Lowered profit margins	3829	65%
Improved Profit Margins	61	1%
More staff hired to help resolve issues	1124	19%
Support staff working longer hours (overtime)	3061	52%
Pharmacists working longer hours	3442	59%
Interrupted workflow	4737	81%
Increased numbers of patients	1111	19%
Increased prescription volume	1381	24%
Decreased prescription volume	674	12%
Reduced support staff levels due to reduced reimbursement	377	6%
Quality of care has decreased	2286	39%
Quality of care has increased	44	1%
Less time available to spend in patient care	3852	66%
Pharmacist hiring freeze	372	6%
I don't know	344	6%
Other, Please Specify	446	8%

32. How many PDP's have contacted you regarding the opportunity to provide medication therapy management services (MTMS) to targeted beneficiaries?

	Number	Ratio
None	3272	56%
one to two	1102	19%
three to five	82	1%
five to 10	43	1%
> 10	46	1%
I don't know	1314	22%
Total	5859	100%

33. How do you believe the Medicare Part D program will impact your pharmacy practice over the next year?

	Number	Ratio
Positive impact	560	10%
No impact	159	3%
Negative impact	2810	48%
May force business to close	690	12%
Uncertain	1640	28%
Total	5859	100%

34. In what state do you currently practice?

	Number	Ratio
Alabama	41	1%
Alaska	35	1%
Arizona	59	1%
Arkansas	94	2%
California	266	5%
Colorado	75	1%
Connecticut	34	1%
Delaware	4	0%
Florida	210	4%
Georgia	256	4%
Hawaii	23	0%
Idaho	62	1%
Illinois	175	3%
Indiana	148	3%
Iowa	177	3%
Kansas	33	1%
Kentucky	139	2%
Louisiana	6	0%
Maine	5	0%
Maryland	64	1%
Massachusetts	104	2%
Michigan	85	1%
Minnesota	271	5%
Mississippi	51	1%
Missouri	90	2%
Montana	19	0%
Nebraska	192	3%
Nevada	10	0%
New Hampshire	6	0%
New Jersey	80	1%
New Mexico	36	1%
New York	115	2%
North Carolina	203	3%
North Dakota	47	1%
Ohio	308	5%
Oklahoma	22	0%
Oregon	56	1%
Pennsylvania	344	6%
Rhode Island	44	1%
South Carolina	170	3%
South Dakota	72	1%
Tennessee	277	5%
Texas	383	7%
Utah	19	0%
Vermont	9	0%
Virginia	102	2%
Washington	313	5%
Washington D.C.	2	0%
West Virginia	43	1%
Wisconsin	477	8%
Wyoming	3	0%
Total	5859	100%