Dear Senator \_\_\_\_\_ ,

My name is \_\_\_\_\_. *Introduce yourself, your pharmacy, your years in business, number of staff you employ and/or anything you’d like to say about the number of patients you serve or if your pharmacy serves a specific patient population*.

I’m writing to ask you to support SB 1161, a bill that would end deceptive PBM patient steering practices in Arizona. Patient steering is real and it happens all the time at my pharmacy. *Use this space to provide examples, such as the number of patients you’ve seen steered to PBM pharmacies or mail order, what that was like for the patient (if you know) and what that’s like for you as the business owner to lose customers and not be able to keep the patient because of PBM contracts that forbid you from making a similar or better offer to the patient, to compete as would normally happen in business.*

(Name of PBM) requires my pharmacy to go through a credentialing process that includes \_\_\_ (*fees, paperwork, extensive contracts, etc*). I go through the process in good faith, with the understanding that if I meet their requirements, I will be in their network and able to serve the patients in my community who are their plan enrollees. This is why it’s so frustrating to see them then go behind my backs to try to lure my customers with pricing deals we’re not allowed to match or letters that outright lie and tell them their medication costs will go up if they don’t switch to the PBM’s pharmacy. These are anti-competitive practices. It is bad enough I must contract with my competitors in order to be able to serve my community but now they use my patient’s confidential health and claim data to poach patients from my business. This is not only a conflict of interest but it is wrong!

My staff and I work hard to earn our customers’ business but we can’t compete against competitors who are using unfair and deceptive practices, secretly trying to undermine us in order to make more money for themselves. This shouldn’t be allowed. Not in Arizona, not anywhere.

As your constituent, I ask you to please stop this anti-competitive behavior by voting in support of SB 1161.

Thank you,

Your Name