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.
$2,800

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$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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“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.”

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Mail Order Waste

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

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“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

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$12,600 for one patient
“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

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

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“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 – Aetna

Pramipexole 0.5mg $796.41
Oxybutinin ER 10mg $300.00
Levothyroxine 0.05mg $252.48
Sucralfate 1gm $354.60
Diovan 320mg $527.67
Diltiazem CD 300mg $318.93

Total AWP value of wasted product = $2550.09

$2,550

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“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.”

$61,000

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Mail Order Waste – Caremark

$17,000

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

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Mail Order Waste – Caremark

Medicare Part D Patient

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Mail Order Waste – Caremark

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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

$14,844 = 17 month supply

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“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.”
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.

$2,500

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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 – 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

$5,400

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“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 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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“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.”
“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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“Albuterol and Ipatropium, 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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“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

“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.”

$11,096

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“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.”
Mail Order Waste – Diabetes Supplies

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

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