

PBM Audit Defense Services

Helping Independent Pharmacies Navigate PBM Relationships

Pharmacy Benefit Managers (PBMs) routinely conduct audits – both on-site and desktop – as a means of reviewing pharmacy performance and identifying improper payments. These audits are increasingly used as a profit center rather than a compliance tool. Independent pharmacies often face aggressive claw backs on claims for medications they've already dispensed, causing serious financial strain and operational disruption. Our team – led by a pharmacist-attorney – is prepared to challenge PBM audit findings in post-audit disputes, arbitration, and litigation, with no conflicts of interest and an unwavering commitment to protecting your rights.

How We Serve Pharmacies: PBM Audit Defense & Contract Services

We take a strategic approach to resolving disputes between independent pharmacies and PBMs, leading to favorable outcomes that preserve pharmacy operations and secure business growth. Our PBM audit defense attorneys are able to anticipate PBM tactics and take actions that not only resolve immediate issues but also mitigate risks and maintain positive relationships with PBMs.

We support a wide range of pharmacies including:

- Independent Pharmacies
- Regional Chain Pharmacies (Non-PBM Owned/Affiliated)
- Compounding and Specialty Pharmacies
- Mail Order Pharmacies
- Home Infusion Providers
- Dispensing Physician Practices

We work with pharmacies to address:

- Responding to PBM audit findings with detailed, timely rebuttals
- Challenging claw backs and overpayment demands, particularly where documentation supports compliance
- Defending against enrollment denials, network suspension, or termination based on audit findings or alleged Fraud, Waste and Abuse (FWA)
- Analyzing and negotiating low reimbursement issues and disputes.
- Leveraging state and federal laws to push back on unlawful or unfair audit practices.
- Pursuing arbitration or litigation when necessary to stop PBMs from overstepping their contractual and legal authority.

Why Work With Us

- **Pharmacist-Attorney Representation:** With a clinical background and deep understanding of pharmacy operations, Dae Lee and his team bring unique insight to PBM disputes. No Conflicts of Interests: Unlike many “consultants” or large firms, we have zero conflicts when it comes to fighting PBMs.
- **Experience Across PBMs:** We’ve handled audits and disputes involving major PBM companies and others.
- **Proven Results:** We have successfully reversed audit findings as well as FAW investigative findings, prevented network termination, and recovered wrongfully withheld reimbursements.

PBM audits are rarely about compliance – they are about control and cost savings at your expense. You need a team that knows the playbook, challenges the process, and fights to keep your business intact.



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Dae Lee focuses on representing pharmacies in their dealings against Pharmacy Benefit Managers (PBMs). With extensive experience in the intricacies of PBM audits, investigations, network enrollment, network suspension, network terminations, reimbursement disputes, and DEA as well as other governmental investigations, Dae has become a trusted advisor to a broad cross-section of pharmacies and pharmacy providers, including community retail pharmacies, chain pharmacies, compounding pharmacies, specialty pharmacies, mail order pharmacies, home infusion providers, and dispensing physician practices. His practice also extends to assisting other stakeholders in the pharmacy industry such as wholesalers, manufacturers, and other healthcare providers.