

## Express Scripts Protest Fact Sheet

Friday, May 17, 2024  
9 am – 1 pm CDT  
1 Express Scripts Way  
St. Louis, MO

Organized by [Unite for Safe Medications](#)

**WHAT IT IS:** A peaceful protest at Express Scripts' corporate headquarters, including a brief slate of speakers addressing specific Express Scripts practices that interfere in patient care; hamper pharmacies and drive up costs to end payers

**WHO IS PROTESTING:** Patients, pharmacists and pharmacy staff, patient and pharmacy advocacy organizations; caregivers and members of the public

**WHY:** Patients and providers are calling for the end of **Express Scripts' business practices that prioritize profits over patients**, including:

- **Intentionally Limiting Patient Choice**
- **Disregard for Patient and Provider Safety**
- **Restricting Patient Care**
- **Anticompetitive Behavior That Suppresses the Free Market**

For additional details on how these and other practices endanger patients and hamper providers from effectively caring for patients, visit [uniteforsafemedications.org](http://uniteforsafemedications.org)

**SUPPORTING ORGANIZATIONS:** Pharmacists United for Truth and Transparency; AIDS Healthcare Foundation; Arthritis Center STL; National Community Pharmacists Association; American Pharmacists Association; Missouri Pharmacy Association

**BACKGROUND INFORMATION:**

- **Intentionally Limiting Patient Choice:** Designing benefits plans that require patients to use only PBM-owned/affiliated pharmacies and/or financially penalizing or threatening to withdraw coverage when patients use the pharmacy of their choice. Mandating mail order or the use of PBM-owned specialty

pharmacies. Express Scripts' mail order pharmacy, cautioned by the Better Business Bureau (BBB), has faced complaints about delays, wrong shipments, refund issues, and poor service.

- **Disregard for Safety:** Intervening in the patient's treatment plan by [requiring "fail first" protocols](#); engaging in [non-medical switching](#); exposing patients to unnecessary risk through mail order pharmacy when drugs are rendered ineffective by improper shipping and/or temperature controls - with little to no recourse when issues arise; [drastically cutting reimbursements for medication](#) already dispensed and therapeutic counseling provided, leading to overwhelm as pharmacies are forced to cut staff while processing prescriptions and providing care for an ever-increasing number of patients.
- **Restricting Patient Care:** Express Scripts intentionally creates limited formularies based on what medications bring their corporation the largest kickback (rebate), [not what is medically best or most affordable for the patient](#). This increases financial burdens on patients [making it more difficult to afford essential medications](#) and limiting patients' access to lifesaving treatments.
- **Obvious Anticompetitive Behavior That Suppresses the Free Market:** As "negotiators", PBMs shouldn't own pharmacies (it's a conflict of interest) and yet [Express Scripts is the 3rd largest pharmacy in the U.S.](#) In a drive to make patients dependent on its pharmacies, Express Scripts offers its competitor pharmacies non-negotiable contracts with perpetually changing, unconscionable terms.
  - There are [19,432 independent pharmacies](#) left operating in the U.S. A recent survey by the National Community Pharmacists Association (NCPA) [indicates some 32% of independent pharmacies may close](#) before the end of 2024.

**FOR MORE  
INFORMATION:**

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