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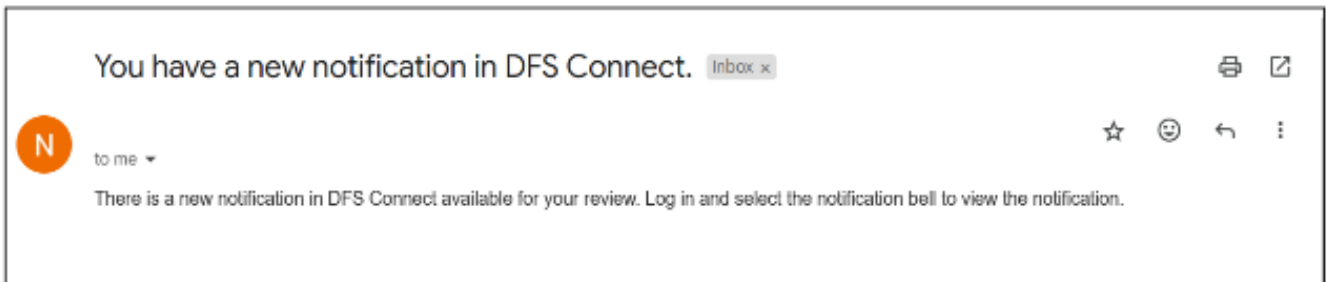
## Overview

New York State consumers can submit complaints against Pharmacy Benefit (PBMs) using DFS Connect. Once a PBM has responded to a complaint, a user will be able to view the response in DFS Connect. After reviewing the response, the user can decide to:

- Accept the PBM’s response to the complaint
- Request DFS to review the PBM's response to the complaint

This user guide covers how to use DFS Connect to respond to PBM responses to complaints.

You will know that a PBM has responded to your complaint because you will receive an email with the subject **‘You have a new notification in DFS Connect.’**





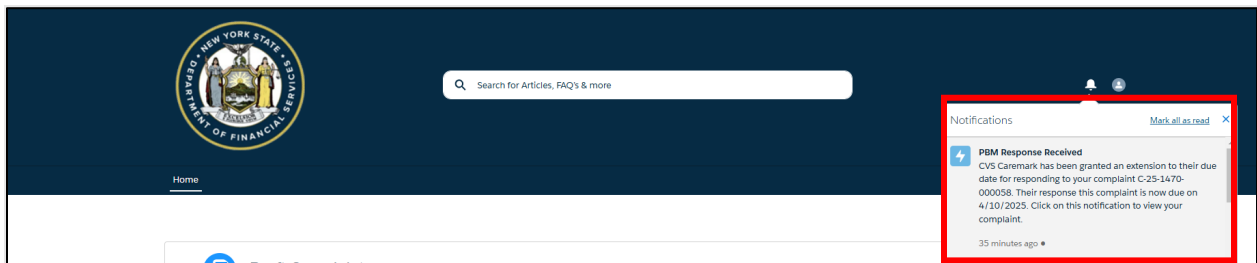
## Seeing a PBM Response

### From DFS Connect Notifications

1. Go to [DFS Connect consumer complaint portal](https://dfsconnect.dfs.ny.gov/complaint) (https://dfsconnect.dfs.ny.gov/complaint)
2. Log in.
3. Click on the notification bell at top right to view your notifications.

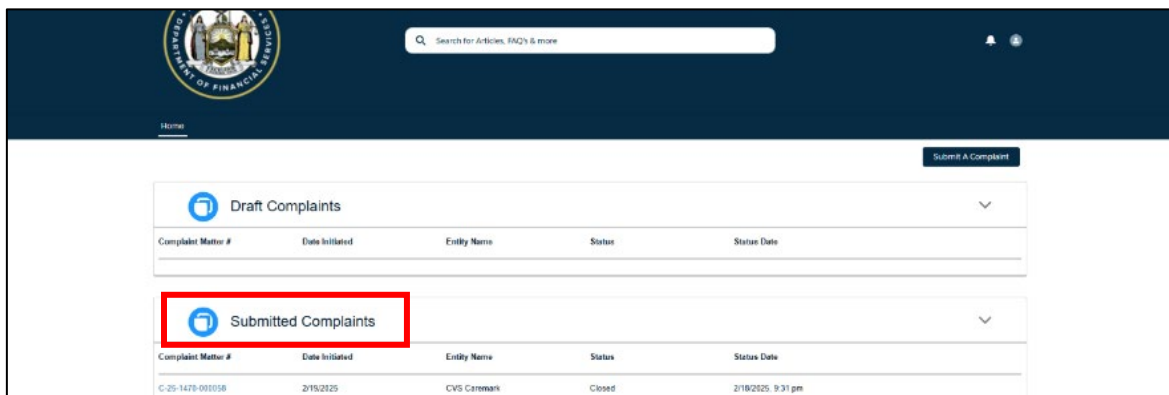


4. Click on the **PBM Response Received** notification to view a response.



### From the DFS Connect Home page

Scroll down to the **Submitted Complaints** section of your DFS Connect Home page.





# Accepting or Rejecting a PBM Response

Click the **Complaint Matter #** on a complaint that has a status of **PBM Response Received**.

Complaint Matter #	Date Initiated	Entity Name	Status	Status Date
C-25-1470-000058	2/19/2025	CVS Caremark	Closed	2/18/2025, 9:31 pm
C-25-1470-000058	2/19/2025	CVS Caremark	PBM Response Received	2/18/2025, 10:09 pm
E-25-000119	2/18/2025	Pfizer Inc.	In Review	2/18/2025, 7:34 pm
E-25-000117	2/18/2025	AmerisourceBergen Corporation	In Review	2/18/2025, 4:57 pm
C-25-1470-000058	2/18/2025	CVS Caremark	Sent to PBM Awaiting Response	2/18/2025, 9:55 am

View the **Complaint Response**.

**C-25-1470-000058**

**PBM Response Received**

Date Initiated: 02/19/2025 | Response Due Date: 03/11/2025

Filer Type: Patient/Consumer

PBM Name: CVS Caremark

Complaint Subject(s):

**Submitted By: Tyler Jewell**

Email: nysdfscrm+tjewell@gmail.com

Phone: (555)-555-5555

**Complaint Details**

Complaint Subject(s): -

Complaint Description: Detail about complaint.

Desired Resolution: Fair way to resolve the complaint.

**Complaint Response**

**PBM Response**  
Here is the PBM response.

**PBM Response Supporting Documents**

\* You can accept the PBM's response to your complaint or request further review from DFS. How would you like to respond?

Select an Option

**Submit**

Post

Share an update... **Share**

Search this feed...

gabrielapeel (Customer) updated this record. Just now

Case Owner: CVS Caremark Queue to Tyler Jewell

Like Comment

Tyler Jewell (Customer) updated this record. 1m ago

Case Owner: Tyler Jewell to CVS Caremark Queue

Like Comment



# Accepting a PBM Response

## Review the PBM response

Review the PBM response.

Home

**C-25-1470-000058**

PBM Response Received

Date Initiated: 02/19/2025      Response Due Date: 04/10/2025

Filer Type: Patient/Consumer

PBM Name: CVS Caremark

Complaint Subject(s): Formulary

**Submitted By: Tyler Jewell**

Email: nysdfscrm+tjewell@gmail.com

Phone: (555)-555-5555

**Complaint Details**  
Complaint Subject(s)  
Formulary - Drug removed or moved to a different tier

**Complaint Description:**  
I would like to submit a complaint that will be shared with the PBM.

**Desired Resolution:**  
This is the resolution I am looking for.

**Complaint Response**

**PBM Response**  
Here is my response.

**PBM Response Supporting Documents**

\* You can accept the PBM's response to your complaint or request further review from DFS. How would you like to respond?

Request DFS Review

\* Please provide a reason for requesting a DFS Review

Upload Supporting Documents (optional)

Upload Files      Or drop files

Submit

Select **Accept PBM Response** from the dropdown menu.

\* You can accept the PBM's response to your complaint or request further review from DFS. How would you like to respond?

Accept PBM Response

✓ Accept PBM Response

Request DFS Review

Click **Submit**. The page will refresh, and the status of the complaint will change to **Closed**.



## Asking DFS to Review a PBM Response

Review the PBM response.

Check **Request DFS Review** from the drop-down.

\* You can accept the PBM's response to your complaint or request further review from DFS. How would you like to respond?

Request DFS Review

Accept PBM Response

✓ Request DFS Review

Provide a reason for requesting a DFS review and click **submit**.

Home

C-25-1470-000058

PBM Response Received

Date Initiated: 02/19/2025      Response Due Date: 04/10/2025

Filer Type: Patient/Consumer

PBM Name: CVS Caremark

Complaint Subject(s): Formulary

Complaint Details

Complaint Subject(s): Formulary - Drug removed or moved to a different tier

Complaint Description: I would like to submit a complaint that will be shared with the PBM.

Desired Resolution: This is the resolution I am looking for.

Submitted By:

Email:

Phone:

Complaint Response

PBM Response

Here is my response.

PBM Response Supporting Documents

\* You can accept the PBM's response to your complaint or request further review from DFS. How would you like to respond?

Request DFS Review

\* Please provide a reason for requesting a DFS Review

Upload Supporting Documents (optional)

Upload Files    Or drag files

Submit



## Accepting or Rejecting a PBM Response

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The page will refresh, and the status of the complaint will change to **In Review**.

<b>C-25-1470-000058</b>		<b>Complaint Details</b>
<span style="border: 2px solid red; padding: 2px;">In Review</span>		Complaint Subject(s) Formulary - Drug removed or moved to a different tier
Date Initiated 02/19/2025	Response Due Date 04/10/2025	Complaint Description: I would like to submit a complaint that will be shared with the PBM.
Filer Type: Patient/Consumer		Desired Resolution: This is the resolution I am looking for.
PBM Name: CVS Caremark Complaint Subject(s): Formulary		

You can return to DFS Connect at any time to check the status of your complaint.