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Overview

This user guide covers how to navigate DFS Connect to report a drug price spike for the Department of Financial Services to investigate. All communications regarding the submitted drug price spike report will be conducted via DFS Connect.

Before you can submit a drug price spike complaint, you must sign up for a DFS Connect account. Instructions on how to do so can be found [here on the DFS website](#). Additional questions can the be directed to DrugPriceSpikes@dfs.ny.gov.



Open Complaint Submission Form

From DFS Connect

1. Visit <https://dfsconnect.dfs.ny.gov/complaint>. Click the **Submit a Complaint** button on the home page.

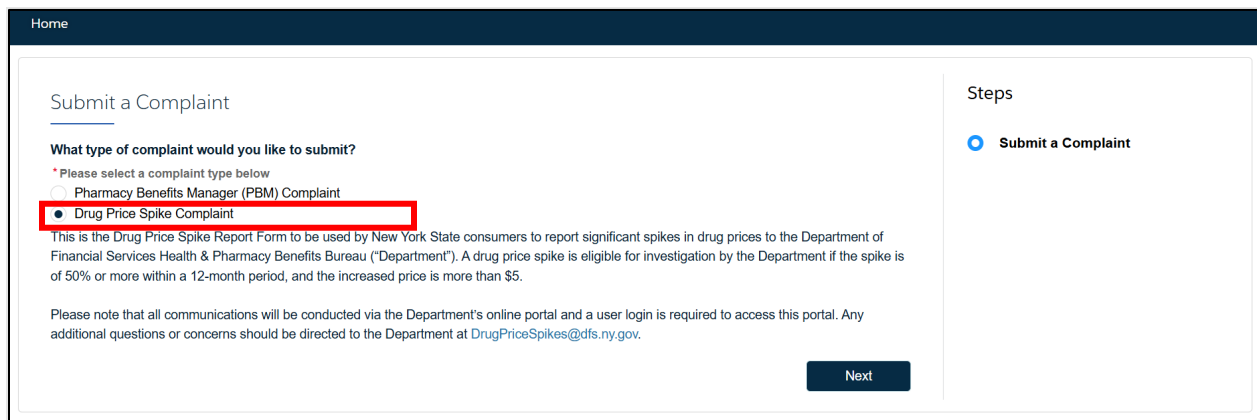


Start New Drug Price Spike Complaint

Step 1: Submit a Complaint

In the *Submit a Complaint* section, select the type of complaint you would like to submit.

1. Select **Drug Price Spike Complaint** as the type of complaint you would like to submit.





Submitting a Drug Price Increase Complaint

2. Click **Next** to complete the question in this section. Once completed, you will be taken to the **Submitter Contact Information** section.

Home

Submit a Complaint

What type of complaint would you like to submit?

* Please select a complaint type below

Pharmacy Benefits Manager (PBM) Complaint

Drug Price Spike Complaint


This is the Drug Price Spike Report Form to be used by New York State consumers to report significant spikes in drug prices to the Department of Financial Services Health & Pharmacy Benefits Bureau ("Department"). A drug price spike is eligible for investigation by the Department if the spike is of 50% or more within a 12-month period, and the increased price is more than \$5.

Please note that all communications will be conducted via the Department's online portal and a user login is required to access this portal. Any additional questions or concerns should be directed to the Department at DrugPriceSpikes@dfs.ny.gov.

Next

Steps

- Submit a Complaint

 **Note:** You can only submit one complaint at a time. If you have an open complaint, you will need to either withdraw or complete it before submitting a new complaint.

Step 2: Submitter Contact Information

You will be directed to the *Submitter Contact Information* section. This section will require you to confirm that your contact information is correct.

1. Review your contact information and verify that it is correct.

Home

Submitter Contact Information

* First Name

Middle Name

* Last Name

Suffix (optional)


Email Address (optional)

* Phone Number

Save & Next

Steps

- Submitter Contact Information
- Drug Information
- Pricing Information
- Preliminary Questions
- Drug Price Spike Description
- Documentation
- Drug Price Spike Report Submission

 **Note:** You cannot edit your contact information on this page later. If you notice that your contact information is incorrect, you will need to update your DFS Connect profile.



Submitting a Drug Price Increase Complaint

2. Click **Save & Next** to complete this section.

Home

Submitter Contact Information

* First Name

Middle Name

* Last Name

Suffix (optional)

Email Address (optional)

* Phone Number

Save & Next

Steps

- Submitter Contact Information**
- Drug Information
- Pricing Information
- Preliminary Questions
- Drug Price Spike Description
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- Drug Price Spike Report Submission

Step 3: Drug Information

You will be directed to the *Drug Information* section. This section requires you to enter details about the drug you are reporting.

1. Enter the National Drug Code for the drug you are reporting. The **Drug Name** and **Manufacturer/Labeler Name** automatically populates based on the NDC that you enter.

Home

Drug Information

The National Drug Code (NDC) can be found in the drug product labeling and in the package insert. It should be a numeric 8 or 9 digit number with one hyphen, for example: 01234-1234. You may also find a numeric 10 or 11 digit number with two hyphens instead, which looks like this: 01234-1234-12, which is the NDC Product Code. If you find the NDC Product Code, simply drop the last hyphen and 2 digits and that is the NDC. If you are unable to locate the NDC of the drug you want to report, please use the drug name to look it up by clicking 'NDC Lookup'.

NDC Lookup

*National Drug Code

Drug Name

Manufacturer/Labeler Name

Manufacturer/Labeler Email Address (optional)

Manufacturer/Labeler Website (optional)

*Please confirm this information looks accurate to you

Yes No

Previous **Save & Next**

Steps

- Submitter Contact Information
- Drug Information**
- Pricing Information
- Preliminary Questions
- Drug Price Spike Description
- Documentation
- Drug Price Spike Report Submission



Tip: You can find the NDC in the drug's labeling and package insert. It is typically an 8- or 9-digit number with one hyphen. If you are unable to locate the NDC, you can look up the NDC on the [U.S. Food & Drug Administration website](#).



Submitting a Drug Price Increase Complaint



Tip: If you are unable to locate an NDC for your prescription, email DrugPriceSpikes@dfs.ny.gov with your contact information so that a DFS staff member can assist you.

2. Confirm that the information is accurate.

Home

Drug Information

The National Drug Code (NDC) can be found in the drug product labeling and in the package insert. It should be a numeric 8 or 9 digit number with one hyphen, for example: 01234-1234. You may also find a numeric 10 or 11 digit number with two hyphens instead, which looks like this: 01234-1234-12, which is the NDC Product Code. If you find the NDC Product Code, simply drop the last hyphen and 2 digits and that is the NDC. If you are unable to locate the NDC of the drug you want to report, please use the drug name to look it up by clicking 'NDC Lookup'.

NDC Lookup

*National Drug Code

Drug Name

Manufacturer/Labeler Name

Manufacturer/Labeler Email Address (optional)

Manufacturer/Labeler Website (optional)

*Please confirm this information looks accurate to you

Yes No

Steps

- Submitter Contact Information
- Drug Information**
- Pricing Information
- Preliminary Questions
- Drug Price Spike Description
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- Drug Price Spike Report Submission

3. Click **Save & Next**

Home

Drug Information

The National Drug Code (NDC) can be found in the drug product labeling and in the package insert. It should be a numeric 8 or 9 digit number with one hyphen, for example: 01234-1234. You may also find a numeric 10 or 11 digit number with two hyphens instead, which looks like this: 01234-1234-12, which is the NDC Product Code. If you find the NDC Product Code, simply drop the last hyphen and 2 digits and that is the NDC. If you are unable to locate the NDC of the drug you want to report, please use the drug name to look it up by clicking 'NDC Lookup'.

NDC Lookup

*National Drug Code

Drug Name

Manufacturer/Labeler Name

Manufacturer/Labeler Email Address (optional)

Manufacturer/Labeler Website (optional)

*Please confirm this information looks accurate to you

Yes No

Steps

- Submitter Contact Information
- Drug Information**
- Pricing Information
- Preliminary Questions
- Drug Price Spike Description
- Documentation
- Drug Price Spike Report Submission



Step 4: Pricing Information

You will be directed to the *Pricing Information* section. This section will require you to provide details regarding the drug price changes you observed.

1. Answer the questions in this section and click **Save & Next**.

Home

Pricing Information

Enter the price for the drug you saw, were offered, or paid for before the spike in price. This must be a price within 12 months immediately preceding the price spike. You should use the lowest price you saw, were offered, or paid for the drug within the 12 months preceding the spike.

*Starting Price

*Starting Price Date

This is the new price you saw, were offered, or paid for the drug. A change in price qualifies as a spike and is eligible for investigation by the Department if it has increased by 50% or more within 12 months, to a price that is at least \$5 or more.

*Spike Price

*Spike Price Date

Steps

- Submitter Contact Information
- Drug Information
- Pricing Information**
- Preliminary Questions
- Drug Price Spike Description
- Documentation
- Drug Price Spike Report Submission

Step 5: Preliminary Questions

You will be directed to the *Preliminary Questions* section. This section will require you to answer questions to provide additional information to the Department.

1. Answer the questions in this section and click **Save & Next**


Preliminary Questions

*Do you have health insurance, and is this reported drug price spike related to a drug that is prescribed to you?
 Yes No

*Have you reached out to any other entities prior to submitting this drug price report?
 Yes No

Steps

- Submitter Contact Information
- Drug Information
- Pricing Information
- Preliminary Questions**
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- Documentation
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 **Note:** If you answer yes to either of these questions, you will be asked to provide additional information.




Step 6: Drug Price Spike Description

You will be directed to the *Drug Price Description* section. This section will require you to provide additional information about the Drug Price Spike.

1. Answer the questions in this section. Click **Save & Next** to continue.


 **Tip:** Your responses will be shared with the Department, so be as detailed and specific as possible when answering this question.

 **Tip:** If you do not have any additional information to report, type **none** and click **Save & Next** to continue with submitting the complaint.

Step 7: Documentation

You will be directed to the *Documentation* section. This section will provide you with an opportunity to upload any documents that are relevant to your drug price spike complaint.

1. Attach files to your drug price spike complaint by uploading them from your computer. Click **Save & Submit** to continue.

 **Note:** This section is optional. If you do not have any files to upload, click **Save & Submit** to continue to the next section.



Step 8: Drug Price Spike Report Submission

You will be directed to the *Drug Price Report Submission* section. This section will confirm that your drug price spike report was submitted to the Department for review.

1. You see confirmation that your drug price spike report was submitted and is under review.

Home

Drug Price Spike Report Submission

Thank you for submitting your drug price spike report with the Department of Financial Services Health & Pharmacy Benefits Bureau ("Department"). Your report is currently under review. A Health & Pharmacy Benefits Bureau representative will contact you via the submission portal to discuss any further details and next steps. You will receive an email notification at the email address you provided when new communications are posted, but feel free to use your login at <https://myportal.dfs.ny.gov/login> to check the status of this matter at any time.

Exit Form

Steps

- ✓ Submitter Contact Information
- ✓ Drug Information
- ✓ Pricing Information
- ✓ Preliminary Questions
- ✓ Drug Price Spike Description
- ✓ Documentation
- **Drug Price Spike Report Submission**

Click **Exit Form** to exit the drug price report submission form.