



WASHOE COUNTY

Integrity Communication Service

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STAFF REPORT

BOARD MEETING DATE: *April 14, 2026*

DATE: Thursday, April 09, 2026
TO: Board of County Commissioners
FROM: Ashley Berrington, Division Director, Benefits, Human Resources
775-328-2088, aberrington@washoecounty.gov
THROUGH: Patricia Hurley, Chief Human Resources Officer
328-2087, phurley@washoecounty.gov
SUBJECT: Recommendation to approve an amendment to the Washoe County PPO and HDHP group health plans to remove mandatory mail order for maintenance medications, effective April 14, 2026. Human Resources. (All Commission Districts.) FOR POSSIBLE ACTION

SUMMARY

Staff requests approval to amend the Washoe County PPO and HDHP self-funded group health plans to remove the mandatory mail-order requirement for maintenance medications, effective April 14, 2026.

Washoe County Strategic Objective supported by this item: Fiscal Sustainability

PREVIOUS ACTION

September 9, 2025: Board approved the CY 2026 Health Benefits Program at an approximate annual cost of \$84.0 million and authorized the Director of Human Resources to execute all related contracts and agreements.

October 13, 2020: Board approved the CY 2021 Health Benefits Program, including the implementation of mandatory mail order for maintenance medications, at an approximate annual cost of \$59.3 million, with the same authorization.

BACKGROUND

Staff originally recommended implementation of a mandatory mail-order pharmacy program for maintenance medications to improve medication adherence and achieve cost savings for both members and the health plans, based on a recommendation from the County's pharmacy benefit administrator, VytOne (formerly MaxorPlus). This recommendation was presented to the Board on October 13, 2020, for the CY 2021 Health Benefits Program. At that time, VytOne estimated that mandatory mail order could generate approximately \$167,000 in annual savings.

AGENDA ITEM # _____

Over the past six months, staff have observed an increase in member complaints and operational challenges associated with the mandatory mail-order requirement. Reported issues include delayed deliveries, prescription costs that in some cases exceed local pharmacy prices, and difficulty obtaining medications in a timely manner. Delivery delays are sometimes compounded by weather events and other USPS-related disruptions.

Reporting from VytOne for the period September 1, 2025, through March 18, 2026, indicates that 4,142 prescriptions were placed on hold for various reasons, including payment and shipping issues. For reference, an average of approximately 2,500 mail-order prescriptions are processed each month for PPO and HDHP members.

While removing mandatory mail order may result in moderate cost increases, it would address member dissatisfaction and operational challenges.

FISCAL IMPACT

The fiscal impact to Internal Service Fund 618 (Health Benefits Fund) is unknown and cannot be quantified at this time due to uncertainty regarding how many members would elect to fill prescriptions at a local pharmacy in lieu of using the mail-order program.

Any impact to pharmacy claims costs will be evaluated through the annual actuarial valuation process used for health plan premium rate setting.

RECOMMENDATION

Approve an amendment to the Washoe County PPO and HDHP group health plans to remove mandatory mail order for maintenance medications, effective April 14, 2026.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be:

"Move to approve an amendment to the Washoe County PPO and HDHP group health plans to remove mandatory mail order for maintenance medications, effective April 14, 2026."