

Client name Shannon Went
Form Licensing Complaint
Matter Shannon Went - Licensing
Sent September 21, 2026 at 12:54 PM
Due
Submitted September 21, 2026 at 12:54 PM

Shannon Went

Date of birth **Company** Prime Therapeutics

Work email [REDACTED]

Work address [REDACTED]

Work phone [REDACTED]

Mark Ibsen

Date of birth **Company** Dr. Mark 406

Work email dmi@drmark406.com

Billing address 27 Neill Ave #103
Helena, MT 59601

Work phone 406-594-7166

Your information

Please enter all information you are able. It will assist us in gathering and verifying information for the complaint and board consideration.

Please Note: Any written communications from the Department to you will be by e-mail. Please confirm that the e-mail address provided is correct.

Licensee information

All information in this section pertains to the licensee generally. Please fill out all information to the best of your knowledge.

Licensee Number (if known)

7378

Complaint Information

Please fill out the information below regarding the specifics of your complaint. The more detail available, the better able to process and evaluate the complaint the board will be.

License Type

Medical Doctor

Location of Conduct

27 Neill Ave #103, Helena, MT 59601

Date of conduct, or date conduct began if continuing

05/01/2025

Are you a witness to the conduct?

Yes

Please list the names, addresses, phone numbers, and other contact information of any person who may have evidence of the conduct.

Fully explain your complaint. Describe events in the order in which they occurred.

Prime Therapeutics, LLC ("Prime") is a Pharmacy Benefit Manager ("PBM") located in Minnesota. Prime provides pharmacy benefit management services to various health benefit plans and employer groups. Prime's services are limited to pharmacy benefit management services, including retail pharmacy network management and pharmacy claims processing, among other services.

In our capacity as a PBM, Prime conducted an investigation of MARK IBSEN (NPI 1255378824). The investigation revealed that the prescriber may be involved in potential fraud, waste or abuse. Allegation information is outlined in the following page(s).

If you require additional information, please submit a formal request for information addressed to Prime via email at RFI@PrimeTherapeutics.com and reference case number ER-202608-0088.

Sincerely,

*Special Investigations Unit
Prime Therapeutics LLC*

By entering my name below and submitting this form, I affirm that this complaint is true and correct to the best of my knowledge. I authorize the Department to use my name and personal information to investigate or to prove misconduct allegations.

Shannon Went on behalf of Prime Therapeutics LLC

Date of affirmation

09/21/2026

September 21, 2026



VIA ONLINE SUBMISSION

Montana Board of Medical Examiners
P.O. Box 200513
Helena, MT 59620-0513

Re: **External Reporting – ER-202608-0088**
• MARK IBSEN (NPI 1255378824)

Dear Montana Board of Medical Examiners:

Prime Therapeutics, LLC ("Prime") is a Pharmacy Benefit Manager ("PBM") located in Minnesota. Prime provides pharmacy benefit management services to various health benefit plans and employer groups. Prime's services are limited to pharmacy benefit management services, including retail pharmacy network management and pharmacy claims processing, among other services.

In our capacity as a PBM, Prime conducted an investigation of **MARK IBSEN (NPI 1255378824)**. The investigation revealed that the prescriber may be involved in potential fraud, waste or abuse. Allegation information is outlined in the following page(s).

If you require additional information, please submit a formal request for information addressed to Prime via email at RFI@PrimeTherapeutics.com and reference case number **ER-202608-0088**.

Sincerely,

Special Investigations Unit
Prime Therapeutics LLC

PORT Reference: PRI-202605-0021, Prescriber Referral

CONFIDENTIAL INVESTIGATION REFERRAL - Special Investigation Unit ("SIU")							
Subject	Mark S. Ibsen, MD			Primary Taxonomy	Emergency Medicine		
Address	27 Neill Ave. #103, Helena, MT 59601			NPI	1255378824		
				Primary License	7378		
				Prescriber Phone	406-594-7166		
Referral Type	☒ Referral			☐ Client Informational			
REFERRAL SUMMARY							
Allegation Source: FWA Analytics							
Initial Allegation(s): Medically Unnecessary/Excessive Opioid Prescriptions							
Investigation Date Range	05-01-2025 to 08-24-2026	Pharmacy Exposure	\$10,625.58	Claim Total	216	Member Total	13
		Medical Exposure	\$0.00	Claim Total	0	Member Total	0
Referral Amount	Pharmacy Plan Paid:		\$8,736.70				
	Medical Plan Paid:		\$0.00				
	Total Plan Paid:		\$8,736.70				
	Identified Findings:		Inappropriate Prescribing Patterns, Patient Safety, Unnecessary or Excessive Prescribing, Invalid Licensing				
Observations:							
69% pharmacy claim count and 82% pharmacy plan spend are associated with identified findings. - During the investigation date range, Mark S. Ibsen was employed and owns Dr. Mark406. - Per https://drmark406.com, Mark S. Ibsen holds position of Founder and Director at this facility - No medical claims were submitted under the prescriber's NPI number during the investigation date range. There are also no medical claims billed under a business NPI. - No members were available for interview despite numerous outreach attempts. - Prescriber was unavailable for interview despite multiple attempts.							
Results:							
Prime Therapeutics has completed an investigation of Mark S. Ibsen. Evidence gathered during the investigation indicates that Mark S. Ibsen prescribed excessive quantities of opioid medications at dosages substantially higher than CDC recommended guidelines.							
<u>Inappropriate Prescribing Patterns, Unnecessary or Excessive Prescribing, Patient Safety</u>							
Pharmacy claims were reviewed to validate excessive opioid and abuse potential medication prescribing; the following information was obtained:							
6 members (60%) received prescriptions for opiates totaling 126 claims 2 members received prescriptions for oxycodone 30mg 5 members exceeded 90 MMEs during the review period 5 of these members exceeded daily MME daily dosages of 180mg with the highest being 352mg. - CDC guidelines advise using extra precautions when increasing to or above 50 MME per day and avoid or carefully justify increasing dosage to or above 90 MME per day - None of these members received prescriptions for Narcan from Dr. Ibsen. 1 member was prescribed opioids, muscle relaxers, a benzodiazepine, and a sedative-hypnotic concurrently. Potential major drug interactions were identified among these medications: - Concomitant use of oxycodone with morphine may lead to additive respiratory and/or CNS depression. - Concomitant use of opiate agonists with benzodiazepines may cause respiratory depression, hypotension, profound sedation, and death. - Concomitant administration of benzodiazepines with zolpidem can potentiate the CNS effects (e.g., increased sedation or respiratory depression) of either agent. - Concomitant use of oxycodone with zolpidem may lead to additive respiratory and/or CNS depression. 2 members were prescribed opiates with muscle relaxers concurrently. Potential for major drug interactions were identified among these medications: - Concomitant use of opioid agonists with tizanidine may cause excessive sedation and somnolence - A comprehensive pharmacy claims review was conducted from 01/01/2021 to 08/24/2026 of 6 members who received opiate prescriptions: 5 members did not have prior opioid prescriptions prior to their care with Dr. Ibsen. 2 members received oxycodone 30mg prescriptions from the prescriber - A comprehensive medical claims review was conducted from 01/01/2021 to 08/24/2026 of the 6 members who received opiate prescriptions: 1 member had previously been diagnosed with opioid dependence by another prescriber and had received opioid prescriptions from 12 different providers before beginning treatment with Dr. Ibsen. 5 members had no medical claims relating to any type of pain or chronic pain sufficient for opiate prescriptions - None of these members had any medical claims billed by Dr. Mark S. Ibsen.							

PORT Reference: PRI-202605-0021, Prescriber Referral

Invalid Licensing:

Professional licenses were pulled and reviewed to validate that Dr. Mark S. Ibsen has a full and active license. The following information was obtained:

- Members who received prescriptions live in 3 different states (Montanna, Alabama and Oklahoma).
 - Prime Investigator was unable to find an active or current license in 2 of those states:
 - Alabama:
 - Under Ala. Code §§ 34-24-700 through 34-24-707, a prescriber may issue a controlled-substance prescription through telehealth only when authorized by both Alabama and federal law. Because telehealth care is considered to occur where the patient is physically located, a physician treating a patient in Alabama generally must hold a full and active Alabama medical license.
 - Documentation for 1 member showed the prescription was picked up and signed for while the member resided at an Alabama address.
 - Oklahoma:
 - Oklahoma permits a physician-patient relationship to be established through telemedicine, but not solely through an audio-only telephone interaction. Telemedicine may not be used to establish the relationship for prescribing opiates, synthetic or semisynthetic opiates, benzodiazepines, or carisoprodol; the initial encounter for these medications generally must be conducted face to face. Telemedicine may be used to prescribe opioid antagonists or partial agonists. The physician's professional duties begin when the physician affirmatively undertakes to diagnose or treat the patient or participates in the patient's treatment. Prescribers must also comply with current Oklahoma licensing rules and applicable federal controlled-substance requirements.

Clinical Pharmacist Review:

SIU Clinical Pharmacist reviewed pharmacy claims for Mark S. Ibsen NPI: 1255378824. There is evidence of paid claims for inappropriate prescribing patterns of pain and sleep medications at high dosages. The prescriber demonstrates habits of prescribing at excessive dosages of oxycodone 30mg tablets as well as Zolpidem ER 12.5mg compared to alternative dosages. These dosages have higher association with abuse.

Actions:

Report to impacted clients, MT Board of Medicine, IMEDIC

Exhibits

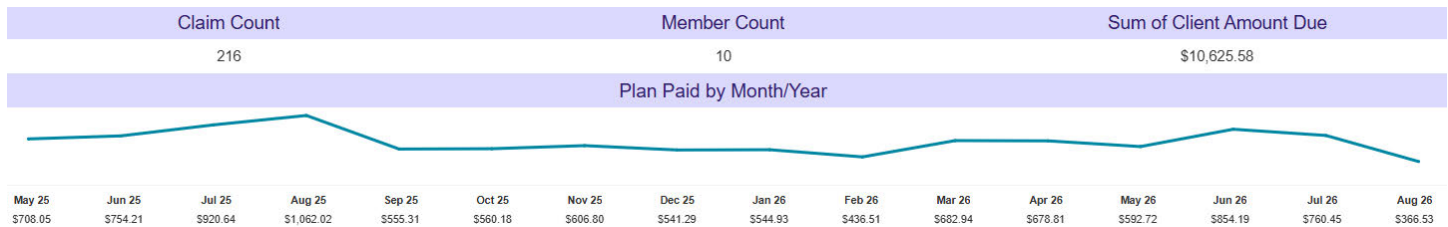
- A. Referral Amount Summary
- B. Case Overview Dashboard Summary

EXHIBIT B

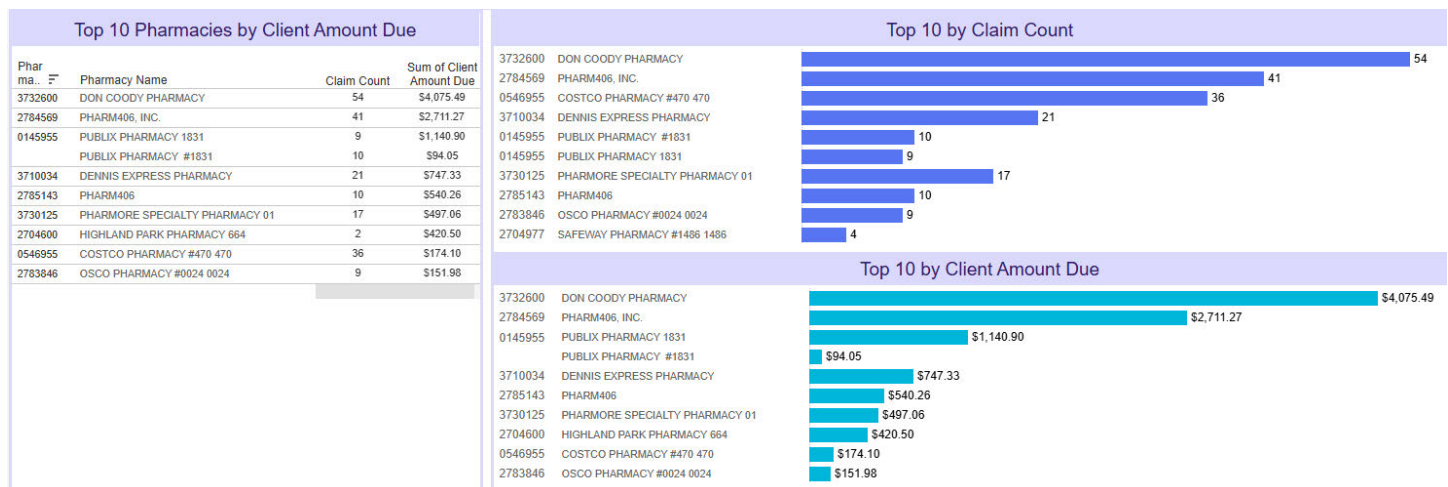
Case Overview Dashboard Summary

Subject	1255378824 – Ibsen, Mark S.	Case ID	PRI-202605-0021
----------------	-----------------------------	----------------	-----------------

- Breakdown of member receiving services for pharmacy plan paid amounts.



- Top 10 pharmacies by client amount due.



- Top 10 medications by client amount due.

