



Pharmacy Mail Order FAQ

How do I reach the CorVel Mail Order Team?

You can direct questions through CareMC, email the team directly at Mail_Order@CorVel.com or call **800-563-8438** and ask to speak with a mail order representative. All mail order representatives are nationally certified Pharmacy Technicians. Adam Cunningham manages the mail order team and can handle escalated issues: Adam_Cunningham@CorVel.com (614) 563-2614.

Why would I recommend the CorVel Pharmacy Mail Service to my claimants?

Mail Order is the most cost effective way to dispense medications. CorVel is committed to making mail order a positive option for eligible claimants. CorVel has a dedicated team of mail order pharmacy technicians that will manage the process from start to finish. This includes managing all communication with the claimant, prescriber, and the mail order pharmacy.

Some of my claimants currently receive prescriptions through mail order. What can they expect?

CorVel is in the process of calling *all current* mail order claimants to let them know CorVel will be managing their mail order needs. The claimant will be provided with CorVel's support number to call with any questions. CorVel will confirm the current medications and make sure the claimant has enough medication to last through the transition period. CorVel will contact the prescriber to direct the prescription fax delivery.

What determines mail order eligibility and what is my role in the process?

CorVel will run a report each month and identify claimants that have six months of eligibility and three consecutive fills of a maintenance medication. A letter will be mailed to the claimant letting them know they are eligible for mail order and ask that they call CorVel to get started. CorVel will walk the claimant through the set up process, contact the prescriber and track the shipping. Note: The analysts will receive a copy of the report and should let CorVel know of any claimants that should not be contacted.

How are refills managed?

At setup, the claimant will be directed to enable "auto refills". CorVel will then track refills and proactively reach out to the analyst for "pre-authorization" before refills are ordered (if needed). If the analyst knows that a claim will close soon or any other reason the refill should not be authorized, please indicate on the authorization request.

What do I tell my claimant if they have a question or concern with mail order?

Call CorVel at **800-563-8438** and ask for a mail order representative or email CorVel at Mail_Order@CorVel.com. CorVel will handle all questions and work directly with the claimant, prescriber and the mail order pharmacy.

What should I do if a prescriber contacts me directly?

Please ask them to call CorVel at **800-563-8438**. CorVel will handle all communication with the claimant, prescriber and the mail order pharmacy.