



## Pharmacy Solutions

### Frequently Asked Questions

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#### **How do I reach the CorVel Pharmacy Solutions Department?**

You can reach our experienced pharmacy staff easily by phone, email or by using CareMC. A majority of our pharmacy team is staffed by nationally certified pharmacy technicians (CPhTs) and are available Monday through Friday from 8 am to 11 pm ET.

**Phone: (800) 563-8438**

**E-mail: [Pharmacy@Corvel.com](mailto:Pharmacy@Corvel.com)**

After hours and weekends/holiday calls are forwarded to our Pharmacy Benefit Management partner, Caremark, who is authorized to enter any needed three-five day emergency overrides.

If an issue needs escalated after hours or on the weekend and you need to reach a CorVel senior manager, please contact:

[Jill\\_Falb@CorVel.com](mailto:Jill_Falb@CorVel.com)

[Sheila\\_Hanes@CorVel.com](mailto:Sheila_Hanes@CorVel.com)

#### **How does a claimant receive medications on the day they are injured?**

When an employee is injured, immediate response is required and the injured worker can receive immediate pharmacy benefits through CorVel's First Fill program.

#### **How does First Fill work?**

The injured worker presents a supplied letter to the pharmacy with the below information and the pharmacy processes the workers' compensation medication electronically for the injured worker. This letter has also been provided to Wyoming pharmacies.

The First Fill program is intended as a one-time use to address symptoms immediately following an injury. The drug list (formulary) attached to the First Fill program allows only medications written to treat workers' compensation injuries. The drugs are typically limited to a 14-day supply. The 14 days allows time for intake and review before a pharmacy card is issued, if continued treatment is needed. With First Fill, any non-standard or



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expensive medications will trigger a prior-authorization. Our experienced team will review the analyst or authorized party, when appropriate.

#### Pharmacy Instructions

For assistance processing claims please contact the CorVel Pharmacy Department at (800) 563-8438. Please use the BIN, PCN, and RxGroup number below to process an online/electronic claim to CorVel:



<b>BIN:</b>	<b>004336</b>
<b>PCN:</b>	<b>ADV</b>
<b>RXGroup:</b>	<b>RXFFWC8422976</b>
<b>Member ID:</b>	<b>See Below</b>

**To Generate Member ID:** The Injured Worker's 9 digit Social Security Number plus 8 digit Date of Injury is used as their 17 digit **Member Identification** number when processing their First Fill Prescription: **XXXXXXXXXMMDDYYYY**

#### How do claimants receive pharmacy cards?

It's simple: Search for your claimant in CareMC.

1. Select "Claim Details" from the "Search Claims" screen.
2. Select "Pharmacy Eligibility" from the "Medical" pull down tab.
3. Select "Add/Update Eligibility".

The effective date will be listed as today and the termination date defaults to 12/31/2039. If you want to limit or term eligibility, adjust the term date accordingly. Press the "Submit" button. Eligibility will be activated or termed within 2 hours (Mon – Friday 8:00 am to 11:00 pm ET). Please note, this update will not reflect in CareMC until the following business day.

Cards can also be sent via email or text. Simply select Text/Email Pharmacy Card from the Pharmacy Eligibility screen.

Pharmacy cards for claimants may also be requested by contacting CorVel. Our team will issue and mail the card to your employee via U.S. mail. The employee presents the card



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to their local pharmacy and the pharmacy will process prescriptions for injury-related medication(s). There are over 75,000 national participating pharmacies in our network.

**What if the claimant does not have their new card (for whatever reason), and they need prescriptions?**

Please advise the pharmacy to call CorVel at (800) 563-8438 and we will provide the processing information. The pharmacy will process the medication and place the processing information on file for the claimant to use for any future fills. We can also email or text the information directly to the employee's cell phone to provide directly to the pharmacy.

**Is there risk that claimants will use cards for non-accident related prescription drugs?**

CorVel has a workers' compensation formulary, or list of automatically approved drugs, in place. This approved drug list is based on clinically grounded research and is comprised of the most commonly identified drugs for work related injury cases. Any prescribed medications not on the drug list (non-formulary), or those exceeding the dollar threshold, will trigger a prior authorization requiring your approval prior to filling. Our team of technicians will review the presented non-formulary drugs with the pharmacy, and will send a request to you, if appropriate.

**What if a claimant needs immediate medications and does not have a card?**

Please call CorVel at (800) 563-8438 and let us know that you want to provide the claimant immediate service and we will contact the pharmacy and provide temporary processing information. CorVel can also email or text the card information directly to the employee's cell phone.

**What if I receive a call from the pharmacist?**

Please direct the pharmacist to call CorVel and our staff will provide assistance.

**Additional Questions or Assistance**

**Phone: (800) 563-8438      Email: [Pharmacy@Corvel.com](mailto:Pharmacy@Corvel.com)**

