



## Pharmacy FAQ for Injured Workers

PMA Companies has selected **Express Scripts** to manage your workers' compensation pharmacy needs for your work-related injury. At PMA, our goal is to make this process as easy as possible for you. Below are the answers to frequently asked questions. If you need further assistance regarding your pharmacy needs, contact your PMA Claims Representative or the Express Scripts Customer Service Center, available 24 hours a day, 365 days a year, via a dedicated toll free number 800.897.9470.

### Getting Started

#### **Who is Express Scripts?**

Express Scripts is a pharmacy benefit manager with experience in workers' compensation prescriptions. With Express Scripts, you can fill your work-related injury prescriptions through home delivery from the Express Scripts Pharmacy<sup>SM</sup>, or at a participating retail pharmacy.

#### **Will my prescription be approved for a work-related injury?**

If it is determined that your injury is compensable, you are entitled to receive pharmacy benefits related to that injury.

#### **How do I obtain my prescriptions from a pharmacy?**

For the initial fill of your prescription, use the Temporary Pharmacy Card that your employer has provided or is located on the PMA web site. Simply take your prescription and Temporary Pharmacy Card to a participating retail pharmacy. After the initial fill of your prescription, you will receive a Prescription-drug ID card in the mail.

#### **How can I locate a participating retail pharmacy?**

The Express Scripts Network encompasses over 62,000 pharmacies nationwide and includes the major retail chains, including Albertsons, CVS, Kroger, Rite Aid, Target, Wal-Mart, and Walgreen's. To locate a participating pharmacy:

- Access the Find a Pharmacy On-line Search Tool in PMA's Injured Worker Center, or
- Call the Express Scripts Customer Service Center, 800.897.9470

#### **I did not receive the Prescription-drug ID card from Express Scripts, or need to replace one. What should I do?**

Call the Express Scripts Customer Service Center, 800.897.9470, or your PMA Claims Representative.

#### **How much does the Prescription-drug ID card cost?**

The Prescription-drug ID card is free and covers all prescriptions for your work-related injury.

#### **Will I need to submit a claim for reimbursement for my prescriptions?**

No. If you use your Prescription-drug ID card at a participating retail pharmacy, or through home delivery from the Express Scripts Pharmacy, prescriptions related to your work injury will be covered with no out-of-pocket cost to you.

#### **When does my pharmacy card expire?**

Your card is effective for as long as you remain entitled to benefits for your work-related injury.

### Home Delivery

Express Scripts can fill the prescriptions you take on an ongoing basis for your work-related injury, through its Mail Service Pharmacy. With this program, your prescriptions are generally filled within 48 hours of receipt and mailed directly to your

home. You will receive your prescriptions within 14 days. You do not have to pay up-front for prescriptions related to your work injury.

### What are the benefits of the Home Delivery Program?

Using the Express Scripts Pharmacy provides:

- **Convenience:** If your prescription qualifies, you can receive up to a 90-day supply of your medication and order refills easily on-line, or by phone—shipping is free
- **Safety:** Pharmacists check every prescription for accuracy and potential drug interactions
- **Privacy:** Talk confidentially to a pharmacist—available 24 hours a day, every day
- **Satisfaction:** J.D. Power and Associates ranked Home Delivery from the Express Scripts Pharmacy higher than retail chain pharmacies in its latest customer satisfaction report

### How do I know if I am eligible for the Home Delivery Program?

PMA evaluates prescriptions related to your work injury to see which are eligible. If your prescription is eligible, you will receive a letter from Express Scripts regarding the Home Delivery Program. Once you are determined to be eligible and you chose Home Delivery, Express Scripts will do the work for you. They will contact your doctor to get up to a 90-day supply of your prescription.

### What if I want Home Delivery and have not heard from Express Scripts?

Call Express Scripts Home Delivery Services, 866.533.6227, Monday–Friday 7:30 a.m. to 5:00 p.m. (CST), or email [WorkCompMCC@express-scripts.com](mailto:WorkCompMCC@express-scripts.com) to find out about signing up for Home Delivery.

### Which of my prescription drugs can be filled using Home Delivery?

Express Scripts Pharmacy can send a 90-day supply of medications prescribed for your work related injury; however restrictions on certain medications may apply.

### How long does it take Express Scripts' Pharmacy to fill my prescription for Home Delivery services?

You can expect delivery of your order within 14 days. Express Scripts recommends that you have a 30-day supply of your medication on hand at the time of your initial order.

### What about refills?

You will be reminded about refills through the communication method you chose when you register. You have an option of communicating via phone, fax, or email. You may also enroll in the auto refill feature by calling the Express Scripts Home Delivery Services, 866.533.6227. Refills typically take 3-5 days to process and ship.

**For more information about the Home Delivery Program, call the Express Scripts Home Delivery Pharmacy at 866.533.6227.**

## About PMA Companies

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*PMA Companies ([www.pmacompanies.com](http://www.pmacompanies.com)) provides risk management solutions and services in the U.S., specializing in workers' compensation for larger accounts. Headquartered in Blue Bell, PA, PMA Companies is part of the Old Republic General Insurance Group ([www.oldrepublicinsurancegroup.com](http://www.oldrepublicinsurancegroup.com)), the largest business segment within **Old Republic International (NYSE: ORI)**, one of the nation's 50 largest publicly held insurance organizations.*

*PMA Companies includes the **PMA Insurance Group**, specializing in workers' compensation and providing other commercial property & casualty insurance products; **PMA Management Corp.** and **PMA Management Corp. of New England**, providing results-driven TPA and risk services for workers' compensation, commercial auto, general liability, and commercial property.*

