



Service Guide for Pharmacies

<p>When do I call Envolve Pharmacy Solutions Help Desk? 844-895-0395</p>	<ul style="list-style-type: none">• Issues relating to missing or invalid information:<ul style="list-style-type: none">o Patient IDo Date of Birtho Claim Numbero Date of Injuryo Employer Nameo Prescriber NPI Number• Certain Early Refill Rejects:<ul style="list-style-type: none">o Dosage Changeso Vacation Overrides• First Fill Program Rejects• Rejection on Compounded Medication
<p>When do I call Workforce Safety & Insurance Pharmacy Program? 800-777-5033 or 701-328-3800</p>	<ul style="list-style-type: none">• Drugs Requiring Prior Authorization:<ul style="list-style-type: none">o NDC Not Covered• Plan Limitations Exceeded:<ul style="list-style-type: none">o Maximum Daily Dosage Exceeded• Medication/Diagnosis mismatch• Prescriber Not Covered
<p>When do I have the injured worker call Workforce Safety & Insurance Customer Service? 800-777-5033 or 701-328-3800</p>	<ul style="list-style-type: none">• Denied Claims:<ul style="list-style-type: none">o Denied, Closed Claimo Denied, Not Authorizedo Claim Coverage Expired• Partial Coverage Claims• Allowed Claims - Benefits Suspended

If you have any questions, please contact WSI at 800-777-5033 or 701-328-3800