



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"> ○ Patient ID ○ Date of Birth ○ Claim Number ○ Date of Injury ○ Employer Name ○ Prescriber NPI Number • Certain Early Refill Rejects: <ul style="list-style-type: none"> ○ Dosage Changes ○ 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"> ○ NDC Not Covered • Plan Limitations Exceeded: <ul style="list-style-type: none"> ○ 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"> ○ Denied, Closed Claim ○ Denied, Not Authorized ○ 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