

# Service Guide for Pharmacies

<p>When do I call LucyRx Help Desk? (877) 846-3397</p>	<ul style="list-style-type: none"><li>• Issues relating to missing or invalid information:<ul style="list-style-type: none"><li>○ Patient ID</li><li>○ Date of Birth</li><li>○ Claim Number</li><li>○ Date of Injury</li><li>○ Employer Name</li><li>○ Prescriber NPI Number</li></ul></li><li>• Certain Early Refill Rejections:<ul style="list-style-type: none"><li>○ Dosage Changes</li><li>○ Vacation Overrides</li></ul></li><li>• First Fill Program Rejection</li><li>• Rejection on Compounded Medication</li></ul>
<p>When do I call Workforce Safety &amp; Insurance?</p>	<ul style="list-style-type: none"><li>• Drugs Requiring Prior Authorization:<ul style="list-style-type: none"><li>○ NDC Not Covered</li></ul></li><li>• Plan Limitations Exceeded:<ul style="list-style-type: none"><li>○ Maximum Daily Dosage Exceeded</li></ul></li><li>• Medication/Diagnosis mismatch</li><li>• Prescriber Not Covered</li></ul>
<p>When do I have the injured employee contact Workforce Safety &amp; Insurance?</p>	<ul style="list-style-type: none"><li>• Denied Claims:<ul style="list-style-type: none"><li>○ Denied, Closed Claim</li><li>○ Denied, Not Authorized</li><li>○ Claim Coverage Expired</li></ul></li><li>• Partial Coverage Claims</li><li>• Allowed Claims - Benefits Suspended</li></ul>