

Service Guide for Pharmacies

<p>When do I call Integrated Pharmacy Management's Help Desk? (877) 860-8846</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 Rejections:<ul style="list-style-type: none">○ Dosage Changes○ Vacation Overrides• First Fill Program Rejection• Rejection on Compounded Medication
<p>When do I call Workforce Safety & Insurance?</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 employee contact Workforce Safety & Insurance?</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