

## WORKSAFE NB DIRECT-PAY PRESCRIPTION DRUG PROGRAM

WorkSafeNB has a direct-pay prescription drug program available at all pharmacies throughout New Brunswick and the Atlantic provinces. When your claim is accepted by WorkSafeNB you are entitled to the benefits of this prescription drug program. This program covers the direct cost of drugs prescribed to treat your work-related injury or illness. It is administered by WorkSafeNB through the Medavie Blue Cross system.

### HOW DOES THIS PROGRAM WORK?

Once WorkSafeNB accepts your claim, our health experts will create a drug plan for your work-related injury or illness and assign it to your claim. You can then take your prescription to the pharmacy, telling them it is for a workplace injury or illness. The pharmacist will ask for your claim number, date of birth and full name (name should match your Medicare card). The pharmacist will enter this information online to verify your claim has been accepted and the prescribed drug is approved. If approved, your prescription is filled and provided to you at no cost.

### INJURED WORKER'S ROLE

You are responsible for providing the pharmacist with your correct claim number, full name and date of birth for each new prescription. If you are not sure of your claim number, contact WorkSafeNB (1 800 222-9775) to confirm before visiting the pharmacy.

### PHARMACY'S ROLE

The pharmacy is responsible for entering the information you have provided (full name, date of birth, claim number) into their system to determine if you have been approved and are eligible for the prescribed drug. If you have more than one drug plan (personal, employer or other) the pharmacy must ensure they are applying it to the WorkSafeNB plan and not another. When approved, the pharmacist will provide your drug(s) at no cost to you.



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WorkSafeNB/Travail sécuritaire NB



1 800 222-9775

## HEALTH CARE PROVIDER'S ROLE

WorkSafeNB pays for drugs that are prescribed by a recognized health care provider legally able to prescribe drugs to treat a work-related injury or illness. If the prescribed drug is not approved in your drug plan, you can request your health care provider submit additional information to WorkSafeNB detailing how the specific medication relates to the treatment of your work-related injury or illness. This will be reviewed for eligibility.

## WORKSAFE NB'S ROLE

WorkSafeNB is responsible for making decisions on all claims. If your prescription drug is not approved in your drug plan, WorkSafeNB will review any information submitted by you or your health care provider for further consideration. WorkSafeNB also monitors the use of the prescription drug program to make sure workers are receiving the best health care.

## WHAT HAPPENS WHEN A PRESCRIPTION DRUG IS REJECTED BY THE ONLINE SYSTEM?

A prescription may not be approved for several reasons:

- **The prescribed drug may not be in the drug plan assigned to treat your specific injury or illness.** You should contact WorkSafeNB, as further review may be required. WorkSafeNB may need more information from your health care provider as to how this medication relates to your work injury or illness.
- **Your name or date of birth does not match the information on the system.** The pharmacist will contact WorkSafeNB to confirm this information. You can contact WorkSafeNB to confirm and update information if needed.
- **Your claim number does not match what is on the system.** The drug plan assigned to your claim is specific to the injury or illness for that claim. If you have had more than one claim you need to be sure you are using the correct claim number. Contact WorkSafeNB if claim number information is needed.
- **WorkSafeNB has not yet accepted your claim.** If this is the case, you can pay for your prescription and submit the receipt to WorkSafeNB for reimbursement. When your claim is accepted and the drug is approved, WorkSafeNB will reimburse the full cost. Medavie Blue Cross will issue the reimbursement cheque on behalf of WorkSafeNB.

For more information on WorkSafeNB's direct-pay prescription drug program please refer to our [FAQ on prescription drugs](#).



## CONTACT US

Toll-free number for all WorkSafeNB offices: 1 800 222-9775

### **WorkSafeNB Head Office**

1 Portland Street  
P.O. Box 160, Saint John, N.B., E2K 0A9  
Tel: 506 632-2200  
Toll-free fax: 1 888 629-4722 (claims)

### **Saint John Office**

400 Main Street, Suite 2094,  
Saint John, N.B., E2K 1J4  
Tel: 506 632-2333

### **Grand Falls Office**

166 Broadway Blvd., Suite 300  
P.O. Box 7244  
Grand Falls, N.B. E3Z 2J9  
Tel: 506 475-2550

### **Dieppe Office**

30 Englehart St. Suite F  
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### **Bathurst Office**

Place Bathurst Mall  
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More: [worksafenb.ca/contact](https://worksafenb.ca/contact)