

## WORKSAFENB DIRECT-PAY PRESCRIPTION DRUG PROGRAM

### WHAT IS THE WORKSAFENB DIRECT-PAY PRESCRIPTION DRUG PROGRAM?

It is an online prescription drug program available in all pharmacies throughout New Brunswick and the Atlantic provinces. This program covers the cost of drugs prescribed to treat your workplace injury or illness with the goal to ensure you receive timely prescription drug dispensing at no cost to you.

### AM I ELIGIBLE FOR THE DIRECT-PAY PROGRAM IF I LIVE OUTSIDE THE ATLANTIC PROVINCES?

No. Pharmacies outside the Atlantic provinces do not have access to this direct-pay program. You will have to pay for your prescription and submit your receipt for reimbursement. Note, some pharmacies outside the Atlantic provinces will direct-bill WorkSafeNB, but this is at the pharmacies' discretion. The pharmacy should contact WorkSafeNB for approval.

### WHO IS ELIGIBLE FOR THIS PROGRAM?

All injured workers who have applied and been accepted for WorkSafeNB benefits.

### DO I HAVE TO APPLY FOR THIS PRESCRIPTION DRUG COVERAGE?

No. When your claim is accepted by WorkSafeNB it is assigned a drug formulary. A formulary is a drug plan, which contains a number of common drugs used to treat your specific work injury or illness. Most claims are assigned a plan shortly after the claim is accepted (within one to two days). However, some claims are not assigned a drug plan right away because the injury is one that would not normally require one. In these cases, the claims are only assigned a drug plan after we have received notice that a drug has been prescribed.



### HOW IS MY DRUG PLAN COVERED BY THE DIRECT-PAY PRESCRIPTION DRUG PROGRAM DIFFERENT THAN SOMEONE ELSE'S DRUG PLAN?

Drug plans are created specifically for each WorkSafeNB claim requiring prescription drugs. Each plan is tailored to the needs of the worker and injury/illness. If a worker has more than one claim, they may have more than one drug plan.

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1 800 999-9775

## HOW WILL I KNOW IF A DRUG PLAN HAS BEEN SET UP FOR MY CLAIM?

Once WorkSafeNB accepts your claim, you can take your prescription to your pharmacy. Let the pharmacist know it is for a WorkSafeNB injury claim. You will be asked to provide your full name, claim number and date of birth. The pharmacist will transmit this information along with the prescription details for online approval. If approved, the pharmacist will provide your drugs at no cost to you.

You may also contact WorkSafeNB directly (1 800 999-9775) to see if a drug plan has been set up for your claim.

## WHAT IF MY CLAIM HAS BEEN ACCEPTED BUT MY PRESCRIPTION WILL NOT GO THROUGH AT THE PHARMACY?

### Reasons why your prescription may not go through:

- Your name, date of birth or claim number does not match the information available on the system.
- The prescribed drug is not in the drug plan assigned to your specific injury/illness. This does not mean it will not be approved, but WorkSafeNB may need additional information from your health care provider as to how this drug relates to your work injury or illness.
- Your claim may not have been assigned a drug plan yet.

If you are at the pharmacy when this occurs you should ask the pharmacy to contact WorkSafeNB directly **(1 800 999-9775)** and ask to speak to the person handling your claim for drugs. WorkSafeNB will try to correct the issue over the telephone, if possible.

In all of the above situations you have the option to pay for your prescription and submit your receipt to WorkSafeNB for review to determine if drug is eligible for reimbursement.

## WHAT IF I HAVE BEEN GETTING MY PRESCRIPTION THROUGH THE DIRECT-PAY PROGRAM BUT WHEN I GO TO PICK UP MY REFILL, IT DOESN'T GO THROUGH?

### Reasons why your refill may not go through:

- You went too early to pick up your refill.
- Your eligibility under your WorkSafeNB plan has expired.
- Your doctor has changed the dosage or quantity of the previously approved prescription.
- You have no more refills and you need to see your health care provider for a new prescription. In this situation your WorkSafeNB plan may still be in effect but a new prescription is needed. Your pharmacist will let you know if you have no more **refills**.

If you are at the pharmacy when this occurs you should ask the pharmacy to contact WorkSafeNB directly **(1 800 999-9775)** and ask to speak to the person handling your claim for drugs. WorkSafeNB will try to correct the issue over the telephone, if possible.

## WHY DID I GET A CHEQUE FROM MEDAVIE BLUE CROSS?

Medavie Blue Cross provides the service for our online direct-pay prescription drug program. When WorkSafeNB reimburses you for a drug that you have paid for, the payment/cheque is issued by Medavie Blue Cross on WorkSafeNB's behalf.

## AM I STILL ELIGIBLE FOR WORKSAFENB DIRECT-PAY DRUG PLAN IF I ALREADY HAVE A DRUG PLAN WITH ANOTHER INSURER?

Yes. The WorkSafeNB plan covers only those drugs specifically prescribed and identified for your injury. Any other drugs you take, (not related to your injury), should continue to be funded as they were before, by you or your other insurance coverage.

It is important that the drugs prescribed and approved for your injury are put through your WorkSafeNB plan. This helps WorkSafeNB track your treatment and prevent issues with drug coverage for your injury later on, if you need it.

## ARE ALL DRUGS COVERED BY MY PLAN?

No. Only drugs prescribed to treat your injury/illness are covered. Also, some medications that your doctor prescribes for your injury may not be part of your drug plan and may require special authorization. This is usually due to the nature of the medication or because the medication is not usually required for the type of injury or illness. These are reviewed and approved on a case-by-case basis.



## HOW WILL THE PHARMACY KNOW TO APPLY THE DRUGS TO MY WORKSAFENB DRUG PLAN AND NOT ANOTHER PLAN I MAY HAVE?

After receiving (a) prescription(s) for your workplace injury or illness, take it to your pharmacy. Let the pharmacy know the prescription is for a workplace claim. You will need to provide them with your full name, birth date and WorkSafeNB claim number. They will validate this information on their system and, if the drug is approved for the work-related condition, it will go through and the pharmacist will provide the drug to you at no cost.

## IS THE COST OF A BRAND NAME DRUG COVERED IF A GENERIC PRODUCT EXISTS?

No. When generic products are available for a brand name drug, the plan will only reimburse pharmacies for the generic product. If you choose to receive a brand name product when a generic product exists, you are responsible for paying the price difference.

## WHAT DO I NEED TO DO TO GET THE BRAND NAME DRUG COVERED?

WorkSafeNB will consider a request for reimbursement of brand name drugs when there is a medical reason to support it. Requests may be made by having your health care provider submit a letter or a report providing the reason why you cannot take the generic drug.

Your health care provider will also need to indicate “no substitutes” on your prescription.

## DOES THE DIRECT-PAY PROGRAM INCLUDE OVER-THE-COUNTER DRUGS THAT HAVE BEEN PRESCRIBED BY MY HEALTH CARE PROVIDER?

Yes. If the over-the-counter drug has been prescribed and falls within the drug plan assigned to your claim, it should go through the direct-pay program at the pharmacy.

## WHAT DO I DO WHEN THE DRUG PRESCRIBED FOR MY INJURY IS NOT COVERED IN MY DRUG PLAN?

You can choose to pay for your prescription and submit your receipt to WorkSafeNB to be reviewed for eligibility and reimbursement. WorkSafeNB may determine more information is needed from your health care provider to approve the drug. If the drug is approved, it will be added to your plan as a special authorization and future refills will go through the direct-pay program.

**NOTE for SPECIAL AUTHORIZATIONS ONLY:** any change to a prescription (either in quantity or dosage) of a special authorization drug, will not go through the direct-pay program at the pharmacy. Example: your dosage was changed from 150 mg to 200 mg for the same drug. WorkSafeNB must be advised of any changes to a prescription that has been set up under a special authorization. If you are not sure, contact WorkSafeNB.

## WILL I BE NOTIFIED IF MY DRUG IS NOT COVERED?

Yes. WorkSafeNB will send you a letter to advise you if your drug is not covered by the direct-pay prescription drug program.

## CAN I APPEAL IF COVERAGE OF MY PRESCRIPTION DRUG IS DENIED?

Yes. If you disagree with the decision you have the right to appeal, as long as the request is made within one year of receiving the decision from WorkSafeNB. Your appeal should be sent directly to the Workers' Compensation Appeals Tribunal: P.O. Box 5001, 3700 Westfield Rd., Saint John N.B., E2L 4Y9. Telephone 1 844 738-6444.

You may also contact WorkSafeNB's Issues Resolution Office (IRO) to review the decision. You can contact the IRO by phone, toll-free (1 800 999-9775) and ask to speak to the Issues Resolution Office or call direct 506 738-4317. You can also send your request in writing to WorkSafeNB, **Attn: Issues Resolution Office**, P.O. Box 160, Saint John N.B., E2L 3X9.

## WHY DOES THE PHARMACY CHARGE ME A FEE EVEN WHEN MY DRUGS GO THROUGH THE DIRECT-PAY PROGRAM AT THE PHARMACY?

You should not be charged any fees if your drugs have been approved and go through the direct-pay program at the pharmacy. If this happens, ask the pharmacy to confirm they have put it through your WorkSafeNB plan and not another plan you may have. There should be no extra charge to you when it goes through the direct-pay program. Any additional fees should be reported to WorkSafeNB right away.

### WHEN I PAY FOR MY DRUGS, HOW LONG DOES IT TAKE FOR WORKSAFENB TO REIMBURSE ME?

WorkSafeNB places a high priority on all reimbursements to workers. Once we have received your receipt(s), our goal is to process these payments as quickly as possible. Some reimbursements can take longer, depending on the circumstances or status of your claim. Drugs that require special authorization can also take longer because additional information may be needed from your health care provider to approve the drug.

### HOW LONG DOES IT TAKE FOR MY DRUGS TO BE APPROVED FOR THE DIRECT-PAY PRESCRIPTION DRUG PROGRAM AFTER THEY ARE DENIED AT THE PHARMACY?

This will depend on the reason your drug was denied. The range is 2-10 business days, depending on the circumstances. WorkSafeNB places a high priority in its drug review process and every effort is made to do this as quickly as possible. You can contact WorkSafeNB directly for an update on the status.

### DOES MY WORKSAFENB DRUG PLAN EXPIRE?

Yes. When a drug plan is assigned to your claim it will have an eligibility start and end date, which means it can expire. Claims are reviewed before the end date to determine if an extension is needed.

For most claims the eligibility period is reviewed annually. Depending on the drug plan assigned to your claim, a review could be more or less frequent.

### WHAT HAPPENS IF MY PRESCRIPTION DOES NOT GO THROUGH AND I DO NOT HAVE ENOUGH MONEY TO PAY FOR IT?

WorkSafeNB has no authority over the pharmacy on the dispensing of drugs that are not paid for. Some pharmacies may dispense a small supply and charge you only for that amount, providing enough time for you to contact WorkSafeNB about your coverage. If you have paid for a small portion, submit your receipt to WorkSafeNB for review and possible reimbursement.

### WHAT DO I DO IF MY DRUGS HAVE BEEN LOST OR STOLEN?

Contact your pharmacy as soon as possible to let them know. You must also contact WorkSafeNB to let them know. The pharmacy will not be able to provide you a refill through the direct-pay program without WorkSafeNB's approval.

## WHAT DO I DO IF I AM GOING OUT OF TOWN ON VACATION AND NEED EXTRA DRUGS TO COVER ME FOR THE TIME I AM AWAY?

You need to contact WorkSafeNB at least two weeks before leaving to allow enough time to review your eligibility and make the appropriate adjustments so your pharmacy can dispense the extra drugs through the direct-pay program.

## WHAT IF I HAVE MORE THAN ONE INJURY CLAIM WITH WORKSAFENB AND I AM PRESCRIBED DIFFERENT DRUGS FOR EACH CLAIM?

It is important that you give the pharmacist the correct claim number for the drug that was prescribed. Drugs included in a drug plan for one injury claim may not be included in another.

## I RECENTLY HAD SURGERY FOR MY INJURY BUT WHEN I WENT TO THE PHARMACY TO GET MY PRESCRIPTION FILLED, IT WOULD NOT GO THROUGH. WHY?

The drugs prescribed to treat the after-effects of your surgery may be different from the drugs assigned to specifically treat your injury or illness. Contact WorkSafeNB for a review of your drug plan, as it may need to be adjusted to accommodate these new drugs.

## ARE OPIOIDS COVERED UNDER THE DIRECT-PAY PROGRAM?

Yes. There are certain injuries or illness where opioids are required.

Coverage is provided for **most** (but not all) short-acting opioids **up to two weeks following the date of the injury**.

For coverage to extend beyond two weeks, we require an opioid review to ensure your safety. This involves an education session with the pharmacist, a therapeutic agreement with the pharmacy and an office visit with your family physician to review the need for an opioid.

As part of this review process, WorkSafeNB has special forms that need to be completed by the pharmacist and your family doctor. The fees for completing these forms are covered by WorkSafeNB.

**Note: There are some opioids not covered by WorkSafeNB.**



Forms: *Neuropathic Pain Drug Review Booklet & Pharmacist Opioid Refill Oversight*