

## FREQUENTLY ASKED QUESTIONS ABOUT THE KEYSRIPTS FIRST FILL PROGRAM

### 1. **Who is KeyScripts?**

KeyScripts, LLC is Eastern's Pharmacy Benefit Manager. The pharmacy management process involves the immediate activation of prescription benefit cards, which keep prescription fills from going outside the KeyScripts network to third-party billers. KeyScripts also monitors and reviews injured employees' medications to prevent overutilization and medication interactions, and applies clinical tools such as drug formularies to ensure that only those drugs used for the treatment of workers' compensation injuries are filled. The immediate, real-time card activation process prevents injured workers from experiencing delays in filling their prescriptions, while realizing no out-of-pocket expense at point-of-purchase. KeyScripts offers highly competitive discounted pricing and a proven ability to reduce third-party involvement.

### 2. **What if my worker has problems getting prescriptions or has more questions?**

KeyScripts customer service representatives are available to assist you and your injured workers with any questions you have. Call their toll-free number, 866.446.2848, or email [info@keyscriptslc.com](mailto:info@keyscriptslc.com).

### 3. **What pharmacies may my worker use for prescriptions?**

KeyScripts offers a national network of more than 65,000 pharmacies, including most major retail pharmacy chains and many independent, neighborhood pharmacies. To see if a particular pharmacy is in the network, use KeyScripts' Pharmacy Lookup at <https://www.keyscriptslc.com/ios/pharmacyLookup> to search for network pharmacies by zip code - or simply call KeyScripts at 866.446.2848 for assistance. KeyScripts also offers a mobile application for iPhone and iPad.

### 4. **Are there situations where a KeyScripts First Fill Benefit Card might not be issued?**

Yes - cards are not issued for claims where 30 days or more have passed since the date of injury. In addition, cards are not issued where the injury or illness may not be work related – such as claims involving a possible heart attack, stroke, stress, heat exhaustion, hearing loss, or occupational disease.

### 5. **My worker takes medications for other health conditions. How can I be sure the only medications that are filled are related to the work injury?**

KeyScripts has developed a drug formulary that includes medications commonly used for work injuries. If a prescription is presented to a pharmacy that is not included on the formulary, KeyScripts contacts the assigned Eastern claims representative for approval.

### 6. **My worker did not receive a prescription from the physician. Can the card be used for non-prescription medications like Tylenol or Advil?**

No - the KeyScripts card may be used only for prescription medications. If the physician merely tells the employee to take an over-the-counter medication, the card may not be used to acquire the medication; however, if a physician writes a prescription for an over-the-counter medication, the card may be used to obtain that medication at the KeyScripts network pharmacy of choice.

### 7. **Can the card be used to obtain durable medical equipment like braces or basic wound supplies or dressings?**

No - the card cannot be used to obtain medical supplies or equipment. Eastern has a network of providers for these supplies. The injured worker should contact his/her claims representative for assistance and direction.

### 8. **Are prescriptions written for opioids handled differently than other medications?**

All medications are reviewed through the KeyScripts formulary. Use of the KeyScripts card allows KeyScripts' processing system and clinical pharmacists to monitor and evaluate fills for duplication, abuse and fraud, and for adherence to authoritative occupational treatment guidelines and prevailing jurisdictional regulations.

### 9. **What should my worker do with the card when it is no longer needed?**

The card may automatically terminate (shut down) after a specified period or at the request of the Eastern claims representative; however, the worker should properly destroy the card once it is no longer needed for the work injury.

### 10. **Is there a dollar value to the KeyScripts card?**

No - there is no dollar value to the KeyScripts card. It is simply an identification card that contains information the pharmacy needs to properly bill for the prescription.