

# First Script Program Overview

First Script offers a pharmacy benefit management (PBM) program designed specifically for workers' compensation. Our nationwide pharmacy network, industry-leading clinical management processes and customer support combine to provide you with a PBM program that is more convenient and cost-effective than any other.

## The First Script Formulary

Our customized injury based formulary, designed by First Script's team of registered pharmacists, sensitively balances the injured worker's needs for convenience with your need to control drug costs. The formularies evolve with the type of claim and move from a broader First Fill formulary to either a medical only or injury specific formulary. This means that as the claim progresses, tighter drug controls are put in place to the point where the injured worker has their own unique drug list. At any time the adjuster can update the claimant's profile with online tools for even greater customization and control.

## Utilization Management

**Drug Utilization Review (DUR) Programs** Our Drug Utilization Review (DUR) Programs provide a complete set of utilization control tools, enabling you to manage your pharmacy costs effectively and efficiently with minimized impact on adjuster workflows. At the point-of-sale, prescriptions are analyzed using First Script formulary criteria. If the prescription is rejected, the pharmacist receives a reject and instructions to contact First Script. Online processing is managed at the point-of-sale: drug list edits as well as drug utilization review edits are in place to ensure appropriate prescription filling patterns for injured workers. Injury specific drug lists based on the Official Disability Guidelines and state-specific Medical Treatment Guidelines add another level of clinical oversight.

**Generic Substitution** Through First Script all medications are required to be dispensed as generics where possible. First Script ensures that any brand product with a substitutable generic medication available is blocked at the Point-of-Sale (POS) unless the physician has indicated "dispense as written" or a prior authorization override is in place.

**Utilization Triggers** First Script provides email notification of retrospective drug triggers which helps adjusters identify claims that may warrant a second look or may benefit from case management services.

**Therapeutic Alternative Program (TAP)** Coventry's TAP program utilizes Pharmacy and Therapeutics Committee criteria to manage toward appropriate drug utilization. The program monitors selected prescriptions rejected at the point-of-sale and generates a prior authorization request that is automatically routed to First Script for a drug utilization review and determination of appropriateness of therapy.

**Pharmacist Outreach/Narcotic Naive Program** Given the possibility for misuse and abuse of narcotics, Coventry's outreach programs is designed to identify injured workers receiving narcotics for the first time. Telephonic outreach is initiated with the prescriber to discuss appropriate narcotic use and duration. Subsequently, a phone communication from a First Script pharmacist to the prescriber is initiated to discuss rational narcotic use and its duration where appropriate.

**Injured Worker Letter Program** Coventry identifies injured workers who are newly prescribed narcotics and generates educational letters to the injured worker. This communication advises of the common side effects and risks of taking narcotics.

## Drug Utilization Advisory and Peer-to-Peer Review Programs

Drug Utilization Advisory (DUA) and Prescription Peer-to-Peer Review (P2P) programs together bridge the gap between the projected prescription savings and the actual savings. The DUA program supports the adjuster in identifying appropriate prescribing patterns and coupled with the P2P helps ensure prescriber agreements resulting in substantial claim savings through point-of-sale monitoring.

## First Fill Program

First Script offers a fully integrated first fill program that provides complete control of pharmacy services throughout the life of the claim. Our first fill program offers no out-of-pocket expense for the claimant. Claimants simply take a First Fill form with their prescriptions to the pharmacy of their choice. At the pharmacy, the pharmacist calls First Script to verify eligibility, and temporarily enrolls the claimant. No calls are made to the employer for authorization and the approved claimant receives their prescription. There is no financial risk to the employer and First Script takes on the liability for payment of this medication should the claim prove to be non-compensable.

## Convenient Pharmacy Benefit Card Enrollment Options

The first step in driving network penetration is claimant enrollment. First Script offers automated enrollment options via a daily claim feed as well as convenient phone and online enrollment options. First Script automatically identifies open eligible claims and sends Pharmacy Benefit packets that include valuable information about using the program, a list of the closest network pharmacies, a benefit card, as well as mail order information.

## Convenient Access

To provide its best customer service, First Script has a dedicated Help Desk that is available to answer questions 24 hours a day, seven days a week. Our secure online tool, Coventry Connect (<https://coventryconnect.cvty.com>) allows Adjusters to enter new enrollments, manage those enrollments, communicate with First Script, and lookup network pharmacy locations. In addition, our online access and telephone access are fully integrated, which means that anything you do with one is immediately available on the other.

## Mail Order Program

Based on past use and the type of injury, First Script's system automatically identifies injured workers who may benefit from our mail order program. The end result is convenience for the injured worker and additional savings for your organization. First Script contacts injured workers that meet mail order criteria for enrollment and assists in filling eligible scripts via mail.

## Pharmacy Network

The First Script pharmacy network includes over 68,000 pharmacies – all major and regional chains, and most independent pharmacies across the nation.

## Network Penetration

First Script maximizes savings with its extensive reach of pharmacies nationally and our mail order pharmacy program. We are able to offer a closed-loop process through integration with Claim Management and Bill Review systems that continuously monitor claimant prescription activity and pulls non-compliant claimants into the First Script program.

## Repackager and OON Rx Programs

**Coventry Repackager Program** Creation of an accurate pricing and reimbursement model for physician-dispensed repackaged medications is the goal of the Coventry Repackager Program. With both PBM and Bill Review functions, Coventry has the ability to identify repackaged medications within the medical bill review process and through the use of a proprietary algorithm, pricing is identified to better approximate the originating manufacturer's AWP (where jurisdictionally permitted). Pricing information is then applied as part of the bill review process, resulting in an adjusted reimbursement for the prescription that is fair and reasonable. The client must be a bill review client at this juncture.

**OON Rx Program** In our continuous effort to contain workers' compensation prescription costs, Coventry's First Script program offers a multifaceted approach to address Out-of-Network, non-First Script prescription billing transactions. Relationships have been developed with pharmacies and third-party billers. These components allow us to increase penetration into our services which reduces costs through a variety of avenues. This focus also decreases claims examiner and injured worker disruption by more tightly managing both retail and non-retail drug spend.

## Reporting

First Script offers carriers a complete set of reports to help you understand and better manage your pharmacy costs.

### Questions? Contact First Script

#### Customer Service & Pharmacy Issues:

- 888-333-6741
- [CNA@cvty.com](mailto:CNA@cvty.com)
- Locate a nearby pharmacy
- Pharmacy can verify eligibility and billing information
- Available 24 hours, 7 days a week

#### Or contact Coventry Manager, National Accounts:

**Tracy O'Keefe, 813-681-7903 or [tnokeefe@cvty.com](mailto:tnokeefe@cvty.com)**

