

# First Script Pharmacy Benefits



## First Script Pharmacy Benefit Management

First Script is a pharmacy benefit management program designed exclusively for workers' compensation to decrease overall drug costs through proven cost savings, drug utilization review (DUR), and network penetration programs. First Script also reduces Claim Manager Workflows by providing online tools, clinical resources, and case management integration. Using the First Script program ensures that injured workers receive the appropriate medications during each stage of their recovery.

### Meaningful Utilization Control

Utilization savings are derived from transactions blocked from dispensing at the pharmacy, and First Script delivers three primary tools for prospective utilization control. The program begins with comprehensive, up-front formulary design called *fsDesign*, which is client specific and includes criteria such as prescriber limits, drug class limits and drug therapy limits. Second, First Script's *fsControl* includes a flexible benefit component that evolves with the age of the claim, and reduces the opportunity for non work-related injury medications to creep into the program. This feature also takes the onus off of the Claim Manager to be actively managing the pharmacy benefit. Instead they are able to manage by exception through our *fsAlert* reporting mechanism that monitors the system and sends notifications on pending drug authorizations, or when a drug has been identified for retrospective drug utilization review. At the pharmacy level prescriptions are processed online and reviewed against the defined client specific formulary criteria to ensure only the appropriate work-related injury prescriptions are being filled.

### Network Penetration

First Script's proven *fsLink* EDI program maximizes your savings by consistently delivering higher network penetration levels. By integrating with claim management and bill review systems, we are able to offer a closed-loop process that continuously monitors injured worker prescription activity and pulls non-compliant workers into the First Script program.

### First Script Benefits:

- First fill program with no out-of-pocket expense to injured worker and no financial risk to client
- Progressive and customizable formularies that can include NCCI, ICD-9, and proprietary codes
- Automated identification of injured workers who may benefit from our home delivery program
- Program updates and online reporting monitor performance and demonstrate measurable results
- All medications are required to be dispensed as generics where possible
- Integration with claims system and processes
- *fsTriggers* alert Claim Managers when drugs have been identified for retrospective utilization review



### Why Coventry?

- We have a national network of over 62,000 pharmacies
- Seamless integration with Coventry Workers' Compensation Product Suite
- Flexible and customizable programs designed to meet individual client needs
- Our customer Service team is available to assist 24/7
- Automated enrollment options as well as convenient phone and online options
- Online tools provide various claims management options such as viewing complete dispensing, billing, and payment information
- Our suite of program outcome reporting and regular stewardship meetings monitor performance and provide the opportunity to constantly improve each client's program
- Online reporting tools provide program outcome and custom reports

### More Information? Call Our Offices.

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