



KeyLink Adjuster Guide

Updated on 3/6/2023

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About KeyLink

KeyLink is a web-application that allows adjusters to view activity on claims that have had services provided by KeyScripts. KeyLink is designed to be user friendly while providing powerful tools that can be used to track spending and savings. KeyLink works on all major web browsers and can be accessed by going to <https://keylink.keyscriptslc.com>.

Login Screen

User Name

Your user name consists of the first initial of your first name and your entire last name.

Password Requirements

- When your account is created, the system will generate a password for you and send it to you in a welcome email.
- The first time you log in, you will be required to create a password of your own.

About Password Complexity

- Must be at least 8 characters.
- Must have at least 1 uppercase character.
- Must have at least 1 lowercase character.
- Must have at least 1 number.
- Must have at least 1 special character.

Password Reset

We understand it could be easy to forget your password, so we have made it easy to reset.

- Click the forgot password link in the top right hand corner of the login window.
- Enter your username and email address.
- A password will be emailed to you.
- If you cannot reset your password, email jcunningham@keyscriptslc.com

Home Screen Overview

The home screen has 4 main sections: Claim View, Alerts, Quick Actions, and Recent Activity

Claim View

The claim view window shows all of the open claims associated with the logged in user by default. Drop down menus and filters can be used to show closed claims or claims linked to another adjuster.

Each claim in the claim view window has a button to open up the claim to view detailed information. Each claim also has a 'Quick Action' drop down menu that allows the user to easily print a temporary card, view the formulary associated with the card, view activity on the claim, print invoices and more.

Claim#	Injured Worker	Adjuster	Status	Effective Date	View Injured Worker	Quick Actions
XYZ12345	Jones, Mike	Smith, John	Open Case		Open Injured Worker	Select
XYZ24560	Thomas, Kyle	Smith, John	Open Case		Open Injured Worker	Select
XYZ15712	Johnson, Dave	Smith, John	Open Case		Open Injured Worker	Select
XYZ23446	Lewis, Tom	Smith, John	Open Case		Open Injured Worker	Select

ALERTS

William did not respond when the driver knocked on the door several times. We tried to reach William several times by phone, but he did not respond. There will be a \$35 cancellation fee.

We attempted to deliver the TENS unit and electrodes for John Smith, but the UPS tracking information indicated the address was incorrect. Please provide an updated address.

QUICK ACTION

SUBMIT A REFERRAL

VIEW REFERRAL STATUS

VIEW UNPAID INVOICES

VIEW PAID INVOICES

USE ANALYTIC TOOLS

Alerts

The alerts window displays messages from KeyScripts customer service representatives as well as system generated alerts that help keep adjusters informed. Adjusters can click on messages to view them and hide them after they have been read.

Quick Actions

Quick Actions provide easy to use buttons for many common tasks that are performed in the KeyLink system.

Recent Activity

This window displays details on recent pharmacy and ancillary service activity. Users can choose from date range presets or enter a custom date range.

RECENT ACTIVITY												
SHOW ACTIVITY FROM										SORT BY		
12/1/2019										DATE(NEWEST->OLDEST)		
PHARMACY ACTIVITY						ANCILLARY ACTIVITY						
Injured...	Claim ...	Invoice #	RX Nu...	NDC-Description	DOS	Days ...	Qty	Jurisd...	Jurisd...	Amount...	Savings	
JOHN SMITH	XYZ12356	KS123495	0000001992938	00406012301-HYDROCODONE-ACETAMINOPHEN 5-32	11/26/2019	10	42	PA	\$31.94	\$21.50	\$10.44	
JOHN SMITH	XYZ12356	KS123495	0000001992938	00093031401-KETOROLAC 10 MG TABLET	11/26/2019	4	12	PA	\$28.48	\$19.55	\$8.93	
JOHN SMITH	XYZ12356	KS123495	0000001992938	00093005605-TRAMADOL HCL 50 MG TABLET	11/29/2019	7	60	PA	\$54.73	\$34.35	\$20.38	
JOHN SMITH	XYZ12356	KS123495	0000001992938	66097012303-TOPIRAMATE 50 MG TABLET	12/03/2019	30	60	PA	\$332.76	\$191.07	\$141.71	
JOHN SMITH	XYZ12356	KS123495	0000001992938	65862050320-AMOX-CLAV 875-125 MG TABLET	12/04/2019	10	20	PA	\$111.13	\$66.14	\$44.99	
JOHN SMITH	XYZ12356	KS123495	0000001992938	43596050230-BUPRENORPHINE-NALOXONE 8-2 MG	12/06/2019	30	60	PA	\$580.80	\$330.86	\$249.94	
JOHN SMITH	XYZ12356	KS123495	0000001992938	50228018005-GABAPENTIN 300 MG CAPSULE	12/09/2019	30	90	PA	\$131.63	\$77.60	\$53.94	

Open Injured Worker

Opening up the injured worker's file puts specific claim level information in front of the adjuster in an easy to use dashboard. Demographic information on the claimant can be viewed and/or updated. Activity for both ancillary and pharmacy services can be viewed on the script calendar. Spend and savings analysis can be performed and invoices can be viewed.

XYZ24680 - JOHN SMITH

CLAIM INFO	RECENT ACTIVITY	SPEND ANALYSIS	QUICK ACTIONS																																																									
<p>Claim#: XYZ2580</p> <p>Injured Worker: John Smith</p> <p>Policy#: XYZ123567</p> <p>Insured:</p> <p>Child Carrier: XYZ Insurance</p> <p>Adjuster: Alice Test</p> <p>NCM:</p> <p>Status: Active</p> <p>DOB: 08/07/1960</p> <p>DOI: 02/09/1994</p> <p>Street: 629 FURNACE STREET</p> <p>City: NEW CUMBERLAND</p> <p>State: PA</p> <p>Zip: 17070</p> <p>Phone: 666-3555</p>	<p>May 2019</p> <table border="1" style="width: 100%; text-align: center;"> <tr><th>Su</th><th>Mo</th><th>Tu</th><th>We</th><th>Th</th><th>Fr</th><th>Sa</th></tr> <tr><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td></tr> <tr><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td></tr> <tr><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td></tr> <tr><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td></tr> <tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td></tr> <tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr> </table> <p>01/17/2020 - TEGRETOL XR 200 MG TABLET - PROCARE PHARMACY CAR</p> <p>10/29/2019 - TEGRETOL XR 200 MG TABLET - PROCARE PHARMACY CAR</p>	Su	Mo	Tu	We	Th	Fr	Sa	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	<p>SPEND ANALYSIS</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>DRUG</th> <th># FILLS</th> <th>BILLED</th> <th>SAVINGS</th> </tr> </thead> <tbody> <tr> <td>TEGRETOL XR</td> <td>33</td> <td>\$3909.08</td> <td>\$9153.94</td> </tr> </tbody> </table>	DRUG	# FILLS	BILLED	SAVINGS	TEGRETOL XR	33	\$3909.08	\$9153.94	<p>QUICK ACTIONS</p> <ul style="list-style-type: none"> <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">SUBMIT A REFERRAL <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">VIEW PHARMACY CARD <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">VIEW FORMULARY <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">VIEW DRUG HISTORY REPORT <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">SUBMIT STATUS UPDATE <li style="border-top: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">CONTACT KEYSCRIPTS <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">CONTACT MY ACCOUNT REPRESENTATIVE <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">CONTACT A PHARMACIST <li style="background-color: #e0f0e0; padding: 5px; margin-bottom: 5px;">CONTACT CUSTOMER SERVICE <li style="background-color: #e0f0e0; padding: 5px;">CONTACT BILLING DEPARTMENT
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Claim Info - Edit Details

Displays demographic info on the injured worker as well as other important information for the claim. Users can click Edit Details to update information.

Claim#:	XYZ2680
Injured Worker:	John Smith
Policy#:	XYZ123567
Insured:	
Child Carrier:	XYZ Insurance
Adjuster:	Alice Test
NCM:	
Status:	Active

Recent Activity - See All

Displays recent activity for both pharmacy and ancillary services. Clicking on a date that is highlighted reveals more information about the services provided that day.

01/17/2020 - Pharmacy Fill Details

Drug Name:	TEGRETOL XR	Saturday
NDC:	00078081106	04
Qty:	400	
Days Supply:	90	
Pharmacy:	PROCARE PHARMACY CAR	
Prescribed By:	HUSAIN, ZEHRA M	11
Narcotic:	No	
Brand/Generic:	BRAND	

Quick Actions

Provides easy links that can be clicked on to perform many common tasks like submitting referrals, printing temporary cards, viewing drug history, and providing status updates.

- SUBMIT A REFERRAL
- VIEW PHARMACY CARD
- VIEW FORMULARY
- VIEW DRUG HISTORY REPORT
- SUBMIT STATUS UPDATE

Spend Analysis

Shows information related to the amount spent and saved on all Keyscripts services for an injured worker. The information shown depends on the number and variety of services that KeyScripts provides. If the injured worker has only received Pharmacy services, the information is geared towards analyzing the pharmacy spend. If the injured worker has received ancillary services, like PT, DME, Home Health, Translation, or Transportation, a broader analysis of spending is provided.

XYZ24680 - JOHN SMITH - SPEND ANALYSIS

DATE RANGE: Select Date Range

Year	Brand Spend	Generic Spend
2009	1339.44	1504.52
2010	142.96	1797.39
2011	142.96	1976.81
2012	142.96	1860.56
2013	84.6	1332.45
2014	84.6	1562.11
2015	84.6	1963.57
2016	84.6	1096.89
2017	84.6	1216.11
2018	84.6	1787.43
2019	84.6	1358.18
2020	84.6	1804.35
2020	84.6	77.61

Drug	Brand	Nar...	DOS	Billed	Sav...
GABAPENTIN	GENERIC	N	11/08/2019	\$77.69	\$85.13
CYCLOBENZAPRINE HCL	GENERIC	N	05/16/2014	\$46.07	\$54.17
TRAMADOL HCL	GENERIC	N	09/08/2011	\$35.83	\$30.58
HYDROCODONE-ACETAMI	GENERIC	Y	10/31/2015	\$43.96	\$46.14
TRAMADOL HCL	GENERIC	N	07/07/2011	\$35.83	\$30.58
ETODOLAC	GENERIC	N	06/10/2019	\$85.11	\$32.80
HYDROCODONE-ACETAMI	GENERIC	Y	04/20/2015	\$43.96	\$46.36

NARCOTIC UTILIZATION

Non-Narcotic: 79.84%
Narcotic: 21.16%

BRAND/GENERIC UTILIZATION

BRAND: 7.94%
GENERIC: 92.06%

DRUG UTILIZATION

PRENISOONE: 1.23%
DUALAQUIN: 6.77%
TRAMADOL HCL: 10.46%
CEPHELEXIN: 0.82%
CIPROFLOXACIN HCL: 0.31%
CYCLOBENZAPRINE HCL: 7.66%
ETODOLAC: 11.08%
GABAPENTIN: 36.31%

KEY INFORMATION

\$19886.48
KEYSCRIPTS SAVINGS

CARD STATUS: **ACTIVE**

CARD ACTIVATED: 03/01/2008

LAST DOS: 01/09/2020

Status Updates

Staying in contact with KeyScripts is easy. Use the status update screen to deliver information to KeyScripts customer service representatives in real time. Several common presets are offered such as terminating services, authorizing medications, and limiting physicians. Custom messages can be entered as well.

STATUS UPDATES		
Submit Date	Adjuster	Comments
02/23/2020	Alice,Test	Please exclude Oxycontin.
02/23/2020	Alice,Test	Please don't fill scripts written by Dr. Mike Rodgers.
02/23/2020	Alice,Test	Please terminate all services effective immediately.

Invoice History

Invoices can be viewed, downloaded, and printed for all lines of service. KeyScripts invoices are transparent and easy to decipher. You will always see the fee schedule amount, what was billed and how much was saved using KeyScripts.

INVOICE HISTORY			
Invoice Date	Service	Invoice Number	
01/13/2020	Pharmacy	1058772	VIEW
12/23/2019	Pharmacy	1054793	VIEW
12/11/2019	Pharmacy	1052219	VIEW
12/03/2019	Pharmacy	1050016	VIEW

Analytic Tools

Analytic tools allow you to view all of the information you need to effectively manage your claims without ever having to leave the KeyLink portal. Information can be filtered and sorted within KeyLink, or exported to Excel or PDF formats for further analysis.

ANALYTICS

Subject: HIGH DOLLAR SPEND BY CLAIMANT
Carrier Child: HIGH DOLLAR SPEND BY CLAIMANT
Jurisdiction: HIGH NUMBER OF UNIQUE MEDICATIONS
HIGH DOLLAR SPEND BY PRESCRIBER
HIGH DRUG COUNT BY PHARMACY
TOP PHYSICIAN
NARCOTIC REPORT

Date Range: LAST YEAR
Search By: By DOS

[Submit](#) [Cancel](#)

[Export To Excel](#) [Export To PDF](#) [Export To CSV](#)

Claim #	Injured Worker	Spend
XYX12356	Mike Jones	\$35,000.30
XYX122156	Lisa Boyd	\$30,060.18
XYX26810	Steve Smith	\$25,020.55
XYX553212	Tom Simpson	\$27,850.12
XYX3693	Luke Johnson	\$15,030.25

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Analytic Guide

Name	Description
File Listing	View claims that were opened or closed during a specified date range.
High Dollar Spend By Claimant	Analyze claims based on aggregate pharmacy spend. Results are grouped by NDC number.
High Number of Unique Medications	Analyze claims based on the number of unique medications dispensed to claimants. Results are grouped by NDC number.
High Dollar Spend by Prescriber	Analyze the activity of dispensing physicians based on aggregate pharmacy spend. Results are grouped by NDC number.
High Drug Count by Pharmacy	Analyze pharmacies based on the number of unique medications dispensed to claimants. Results are grouped by NDC number.
High Dollar Spend by Pharmacy	Analyze pharmacies based on the cost of medications dispensed to claimants. Results are grouped by NDC number.
Company Report	Analyze detailed drug information related to every pharmacy fill during a specified date range for all claimants.
Company Savings Report	Analyze the cost and savings of pharmacy fills broken down by jurisdiction and brand/generic designation.
Claim History Report RX	Analyze detailed drug information related to every pharmacy fill during a specified date range for a specific claimant.
Claim History Report RX (Dynamic)	Analyze the drug information you choose related to every pharmacy fill during a specified date range for a specific claimant.
Line of Service Report	View a summary of charges for each line on each invoice for all KeyScripts services for a specific claimant.
Monthly Report	Export to Excel a report showing savings for all pharmacy fills over a specified date range broken down by adjuster, branch office, or jurisdiction.
Policy Number Report	Analyze detailed drug information related to every pharmacy fill during a specified date range for a policy or group of policies.