

KeyNews



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November 11-13, 2015

24th Annual National Workers' Compensation and Disability Conference & Expo

**Mandalay Bay
Las Vegas, Nevada
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KeyScripts is a Benefits Management Company with an unmatched level of support, while serving customers nationwide.

KeyScripts provides...

- Prescription Drugs
- Diagnostic Testing
- Physical Medicine
- Transportation/Translation Services
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Any questions about prescription drugs? Contact Sean Chitwood today: 866.446.2848 ext.1142

Drug Watch



Drug: New Terocin Lotion

Ingredients: Methyl Salicylate 25% Capsaicin 0.025% Menthol 10%

Pharmacologic Category: Over the counter (OTC) topical analgesic (Dendracin[®], Medrox[®], Terocin[®])

Issues with New Terocin and similar OTC topical analgesics

- Unique versions of topical analgesics with high concentrations of OTC ingredients
- High concentrations of these ingredients increases risk for skin burns
- Many OTC topical analgesics are not reviewed and approved by the FDA but may be marketed if applicable regulations and policies are followed
- New Terocin, like many of these topical analgesics, has not been evaluated by the FDA for compliance
- Only available from limited dispensers, not available OTC at most pharmacies
- Most often dispensed out of a physician office
- Marketed under a private label at artificially inflated prices
- These pharmacy claims are then billed out of network without KeyScripts discounts

KeyScripts Solutions

- KeyScripts now has access to some of these OTC topical analgesics at considerably reduced prices. If you see any of these topicals in your injured workers contact KeyScripts to see if we can help you either find more appropriate alternatives or try to dispense these medications in-network at discounted rates.

Did you know?



DRUG PRICES ARE ON THE RISE

According to the drug pricing research firm [Truveris](#), manufacturers' prescription drug prices (that is, the prices hospitals, PBMs and other purchasers must pay to manufacturers) rose 11% in 2014. While generic drug prices increased only about 5% *on average*, some generics – like those for inflammation or muscle pain and stiffness (the kind seen frequently in workers' compensation) rose more than 30%! Here are four reasons why...

1. The Patent Cliff

In 2013, more blockbuster drugs lost their patent than in any year prior. But because the amount of new generics that can be produced within the first six months (or longer in some cases) of patent release is limited by law, initial manufacturers can charge premium prices...at least until other generic manufacturers are allowed to produce the drug, which then ultimately drives prices down.

2. Consolidation

The number of generic drug manufacturers has decreased dramatically through acquisition, merger and insolvency. Fewer manufacturers mean less competition, and thus an increased ability and willingness on the part of surviving manufacturers to set prices higher. Federal lawmakers continue to monitor drug companies for rapid price hikes – so far without identifying any anti-trust violations.

A good example of rapid price hikes occurred just last week when

Turing Pharmaceuticals raised the price of Daraprim, a generic drug, more than 4000%, literally overnight. Turing levied the price hike after acquiring the rights to the drug, claiming the increase was needed in order to make their investment profitable. Such disregard for medication costs and their effects on payors is not unique to Turing, as similar exorbitant increases have occurred with regularity in the pharmaceutical industry of late.

3. Supply Chain Deficiencies

Some overseas suppliers of bulk ingredients used by drug manufacturers have had difficulty meeting increased FDA standards. Newly instituted quality-control programs designed to bring suppliers into FDA compliance have delayed the production of ingredients and contributed to the increase in drug pricing.

4. Delayed FDA Approvals

The FDA is behind on its approvals of new generic medications. While they're working overtime to increase their approval rates, the current gridlock will take time to break, and with few new competitors in the drug manufacturing market, the price of generics may not be going down any time soon.

The Solution

No matter the market conditions, KeyScripts will continue to provide the highest quality medications at the best contracted prices in the workers' compensation industry for brand, generic and specialty medications.

KeySpotlight:

Meet Our KeyScripts Call Center Supervisor



Marsha Paul, who supervises our in-house call center, has been with KeyScripts since our inception in 2006, having served as a medical bill coding specialist for our workers' compensation managed care partner, Hoover Rehabilitation Services, Inc. Marsha came to us after more than 30 years of customer service experience with Verizon (formerly Bell of Pennsylvania/Bell Atlantic). Marsha is a thorough, diligent communicator and problem-solver who enjoys helping people. "That's where good customer service starts," she says. "You have to *want* to help people." Her advice to new team members? "Never get discouraged. Customer service at KeyScripts is very involved – there's a lot to learn. We're constantly growing, expanding our services, and I learn something new every day. You've also got to be adaptable – like KeyScripts itself. Individual members of our customer service team may specialize in our various segments, like DME and physical medicine, but we also do a lot of cross-training, so you have to be flexible – another hallmark of good customer service."

When she's not at KeyScripts, you'll find

Marsha: attending craft shows, gardening

Favorite movie: The Quiet Man, 1952

Favorite cuisine: Italian

Need to speak to Marsha? Call KeyScripts at 866.446.2848, Ext. 2131. Or email Marsha at:

mpaul@keyscriptslc.com.

Coming Soon: KeyScripts App for your iPhone and iPad!



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