

KeyNews



On Behalf of the
KeyScripts' family,
Happy Holidays!



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
- Durable Medical Equipment
- Home Health Services



Join the KeyScripts Network

Interested in joining the KeyScripts Network? Whether you specialize in physical medicine, transportation/translation, home health, or any of our ancillary services.

Contact our Provider Relations team at:

866.446.2848 ext.1117 or

cfitzpatrick@keyscriptslc.com



Now Available: KeyScripts Mobile



Call Customer Service

Easy access to KeyScripts Customer Service. Call anytime you have questions or concerns and activate pharmacy cards 24/7.



Drug Info Lookup

Lookup information on commonly prescribed medications straight from the U.S. National Library of Medicine. *



KeyScripts Web

Visit www.keyscriptslc.com to learn more about KeyScripts services, submit new referrals, and access the KeyLink adjuster portal.



Find a Pharmacy

Locate nearby pharmacies that accept the KeyScripts card from our national network of over 60,000 pharmacies.



Ask Our Pharmacist

Direct access to a KeyScripts pharmacist who can answer questions and provide information on prescribed medications.



KeyScripts Social Media

Stay up to date with everything going on at KeyScripts including our latest news articles, blog posts, and tweets.

How To...



HOW TO HELP THE CLAIMS ADJUSTER THINK LIKE A PHARMACIST

When it comes to workers' compensation pharmacy claims it could be helpful to have your own personal experienced pharmacist sitting by your side, evaluating claims and determining appropriateness of the drug regimen compared to the compensable injury. Rather than providing pharmacists to all of our customers we are offering a few tips in an attempt to guide you through the maze of medication utilization so that you can apply some seasoned pharmacist skills to your injured workers' pharmacy profiles.

Multiple pharmacy locations

- Filling scripts at different pharmacy locations prevents a single pharmacist from reading the whole health picture of the injured worker and precludes the clinical oversight of duplications, drug interactions and other complications
- If the injured worker is using multiple pharmacies you have the opportunity to suggest either getting all medications through a single local pharmacy or moving maintenance medications to a mail order program to ensure the safety of the injured worker by having one pharmacist see all of the potential adverse interactions in one place

Early refills

- Industry standards allow refills of prescriptions a few days before the injured worker runs out of medication so that there will not be any interruption in treatment

If an injured worker is consistently getting strong medications (opioids, benzodiazepines, muscle relaxants etc.) a few days early every month then this may be an indication of a larger problem such as sub-therapeutic treatment or a slippery slope to misuse, abuse or addiction

- If you find an injured worker has been getting early refills of strong medications consistently then you could reach out and talk about the reasons for this trend and the your concerns about the injured worker's safety

Non-compliance or skipping doses

- This may seem like a great way to save money but if an injured worker is not taking medications regularly as directed by the physician then the next office visit may include the injured worker being elevated to a stronger, often more expensive treatment option if the current medications are not providing relief
- If this is something you are aware of you could reach out and inquire about the treatment regimen and whether there are issues with calling in refills, taking the medications at the correct time, lack of efficacy or side effects which prevent the use of the medication
- With the correct information the prescriber can make the proper dose adjustments or medication choices or even utilize mail order to improve adherence to a therapeutically appropriate plan

Drug Testing

The abuse of prescription medications used to treat workplace injuries has become a primary focus of many workers' compensation programs. KeyScripts offers solutions aimed at reducing the abuse of prescription drugs, its effect on operations and human resources, and its associated costs. One such solution is our no-risk drug test scheduling. Our "no risk" testing policy means you won't receive a bill unless and until the injured worker provides a specimen for testing.

In addition, KeyScripts can provide data analytics and customized reports to flag at-risk claimants based on such triggers as daily morphine equivalent dosage, use duration, number of prescribed narcotics, new opioid starts, multiple prescribers, multiple pharmacies, and fast refills.

- Specimen collection scheduled with physician office
- Specimen receptacle shipped to physician office
- Collected Specimen shipped back to the lab
- Lab results sent to all stakeholders with suggested next steps



Interested in receiving more information or making a referral for drug testing?

Visit our online referral center:
<https://www.keyscripstsllc.com/new-referral-page/>

or call Sean Chitwood today:
866.446.2848 ext. 1142

 *Season's Greetings!* 