

NOTIFICATION OF WORKERS' COMPENSATION PHARMACY BENEFITS

Effective July 11, 2022, Zenith* has designated Cadence Rx to manage your workers' compensation pharmacy benefits. Cadence Rx has a workers' compensation prescription drug program that makes pharmacies available through the Cadence Rx pharmacy network. This program does not change the injured employee's right to receive medication necessary to treat an accepted work-related injury or illness. It simply means that the injured employee will need to obtain medications from a pharmacy that participates in the Cadence Rx network. At the time a work-related injury or illness is reported, the injured employee will receive a First Fill form. This will be used to obtain medications right away. After the first medications are obtained, the employee will use a "permanent" card sent to them by Cadence Rx to obtain future medications, if needed. The instructions below explain how the program works and what your employer and you will need to do.

Employer Instructions for First Fill:

Zenith will provide you a First Fill form at the time of work-related injury or illness. The form includes information on the pharmacy program. Immediately upon receiving notice of an employee's injury, you will fill in a First Fill form and give the form to the employee. A sample of the First Fill form with instructions is included on the back of this notice.

Injured Employee Instructions:

When you report an injury, you will be provided a First Fill form from your employer or Zenith. A sample form is on the back of this notice and includes instructions on how to use the form and find a pharmacy. You must obtain any medications prescribed to treat your accepted work-related injury from a pharmacy that participates in the Cadence Rx network unless:

- You have a medical emergency and it is not reasonably possible to purchase the medications you need for that emergency
- Ordering by mail or telephone is not an option in the network, no pharmacy in the network will deliver to you, and none of the network pharmacies is within 15 miles if you live in a rural area, or five miles if not. If you believe this is the case for you, please call one of the numbers on the bottom of this page

You may be required to use the Internet, mail-order, or telephone pharmacies. If you want to utilize any of these services, contact Cadence Rx at its 24-hour, toll-free number at 888-813-0023, and they will assist you. Mail-order assistance is only available Monday through Friday, Eastern. All network pharmacies are required to keep a sufficient stock of medication on hand so that they can service you without undue delay. All in-store pharmacies must be open for business during hours that are typical in your community. These pharmacies will directly bill Cadence Rx so you will not have to pay out of pocket. For additional information about the pharmacy program or to find a pharmacy, visit <https://cadencerx.com/> or contact Cadence Rx at 888-813-0023.

To ensure the pharmacy knows to bill Cadence Rx, you must be sure to present your First Fill form when you pick up your first medication. If your injury or illness is accepted, Cadence Rx will send you a permanent pharmacy card. You must present this card every time you drop off or pick up a prescription after the first fill. If you forget your card and pay out of pocket for a medication, send the receipt for the medication to your claims examiner to request reimbursement. We will only reimburse for medications that are medically necessary to treat your accepted work-related injury or illness.

Questions or Problems

If you have any questions or problems, please call Zenith Insurance Company at 800-440-5020. You may also contact the New York State Workers' Compensation Board at General_Information@wcb.ny.gov or by phone at 877-632-4996 or the Advocate for Injured Workers at 800-580-6665. You may also find more information at www.wcb.ny.gov.

*Zenith means Zenith Insurance Company (ZIC), acting on behalf of itself or its wholly-owned subsidiary, ZNAT Insurance Company (ZNAT) or acting only in the capacity of claims administrator. Refer to your policy to determine whether your underwriting carrier is ZIC or ZNAT. If neither ZIC nor ZNAT is your carrier then Zenith is acting only as the claims administrator.

Workers' Compensation Prescription Information

Employer:

Please fill out employee information below and provide employee with this document to take to any pharmacy for his/her Workers' Compensation prescriptions.

Employee:

Zenith Insurance Company, administered by Zenith*, has partnered with Cadence Rx to make filling workers' compensation prescriptions easy. Medications may be subject to formulary and pre-authorization requirements.

This document serves as a temporary prescription card. A permanent prescription card specific to your work-related injury or illness will be forwarded directly to you within the next 3 to 5 business days.

Please take this letter and your prescription(s) to a pharmacy near you. Cadence Rx has a network of over 72,000 pharmacies nationwide. For additional information, or to locate a network pharmacy near you, please use the pharmacy locator at <http://cadencrx.com/find-a-pharmacy/> or call Cadence Rx toll free at 1-888-813-0023.

Employer and Employee:

California only: Zenith Insurance Company, administered by Zenith*, provides pharmacy benefits through the Zenith Pharmacy Network (ZPN). Cadence Rx has been selected to manage those benefits on behalf of the ZPN. Medications dispensed by a doctor's office are not covered unless they are for an antiviral, antibiotic, or intrathecal pain pump (including refills). Bills for medications dispensed by a pharmacy not in the ZPN or at a doctor's office are subject to denial as out of network.

Texas only: Cadence Rx may be considered an Administrator as defined in Texas Insurance Code Section 4151.001. The information contained with this correspondence serves as notice required under Texas Insurance Code Section 4151.104.

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IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE AT THE PHARMACY PLEASE CALL 888-813-0023

Pharmacist:

Please obtain below information from the injured employee if not already filled in by employer to process prescriptions for the workers' compensation injury only.

For questions or rejections please call 1-888-813-0023. Please do not send patient home or have patient pay for medication(s) before calling Cadence Rx for assistance.

NOTE: Certain medications are pre-approved for this patient; these medications will process without an authorization. All others will require prior approval.

Prescription Drug ID Card



Employee Name:	
Member ID Number*	*Refer to Member ID Format
Date of Injury:	
Group Number:	ZENITH
PCN Number:	CRX
BIN Number:	021460

Card Created On: ___/___/___
 Card Valid for Date of Injury Only

Pharmacy Information

This form allows you to fill your initial prescriptions with a maximum cost of \$300 per medication and no more than a 30-day supply per prescription unless otherwise mandated by the state law. Pharmacy, if you need assistance processing this claim, please call 1-888-813-0023.

The pharmacy benefit card is only to be used for medications prescribed for your work-related injury. By using this card, you acknowledge and accept financial responsibility for any prescriptions billed under this card that are later found to be unrelated to your injury.

- Member ID format: The ID must start with FF followed by the last 4 digits of social security number plus 8- digit DOI (MMDDYYYY). Example: FF999901012018**

