

# Zenith Pharmacy Network Employee Notice

Your employer has workers' compensation insurance through either Zenith Insurance Company or ZNAT Insurance Company ("Zenith").\* Zenith provides coverage for prescription medications and medicinal supplies (hereafter collectively "medications") for compensable work-related injuries through the Zenith Pharmacy Network (ZPN). Zenith has selected Tmesys as the pharmacy benefits manager for the ZPN.

**All prescriptions for accepted work-related injuries must be obtained through the ZPN. Bills for prescriptions obtained outside of the ZPN may be denied.**

## Network Limitations:

- Only medically necessary medications used to treat work-related injuries and body parts accepted by Zenith are covered.
- All medications must be obtained through the ZPN.
- You must present your workers' compensation pharmacy card to the pharmacy to help ensure ZPN benefits are applied.
- Some medications may not be on the ZPN formulary list. Drugs on the formulary list generally will not require prior authorization when prescribed for an accepted work-related injury. If a drug is not on the ZPN formulary list, the pharmacy will contact Tmesys to request approval while you are at the pharmacy. If the pharmacy is not able to obtain approval, the pharmacy may, at its discretion, provide you a partial fill until a determination is received.
- You should not be charged any amounts for medications related to an accepted compensable work-related injury. However, you are responsible for charges related to any medication for conditions or body parts that have not been accepted as part of a compensable work-related injury.
- Your prescribed medication may be subject to utilization review. If utilization review is required, you may not be able to obtain your prescription the same day it is submitted to the pharmacy.

- Mail order services are available for prescriptions that will be ongoing or for long-term prescriptions. If you are interested in learning more about mail order services, please contact Tmesys at 800-304-1764.
- If a pharmacy or provider you are using ceases to participate in the ZPN for any reason, you will be required to transfer your prescriptions to a participating pharmacy or provider.
- Once you receive notice of the ZPN, regardless of when that notice is received, you will be required to obtain all new prescriptions and refills through the ZPN.

## Dispute Resolution:

If you disagree with your provider about your medical prescriptions or disagree with a ZPN benefit determination, you may have a right to request a second or third opinion, an independent medical review, or review by a Qualified Medical Evaluator, whichever is appropriate. Contact your Zenith claims examiner if you have questions concerning these processes.

## Division of Workers' Compensation Contacts

- For questions about the independent medical review process, you may contact the California Department of Industrial Relations, Division of Workers' Compensation Medical unit at: DWC – Medical Unit, P.O. Box 71010, Oakland, CA 94612 or by telephone at 510-286-3700 or 800-794-6900.
- For concerns, complaints or questions regarding the ZPN, the notification process, or your medical treatment after a work-related injury or illness, you may call the Information & Assistance Unit at the Division of Workers' Compensation at 800-736-7401.

## How to Obtain Medicines:

Please read the following information carefully as it contains instructions on the required use of a participating plan/network pharmacy to receive your medications.

If there are no pharmacies where you are located, contact Zenith and Zenith will provide you a list of pharmacies that you may use under the ZPN global access policy.

## **New Injuries:**

1. Upon receiving notice of injury, your employer will provide you with a First Fill Pharmacy Card to be used at a participating plan/network pharmacy.
2. Give the card to the pharmacist with your prescription.
3. The pharmacist will fill your prescription. By using a participating ZPN pharmacy, you should not receive a bill for your medications.
4. A permanent workers' compensation pharmacy card will be mailed to you.
5. Use the permanent card each time you have a prescription filled for your work-related injury.

**We look forward to serving you. If you have any questions about how to obtain prescribed medications, call toll-free 866-599-5426.**

**To use the online pharmacy locator tool, visit [www.TheZenith.com/rx](http://www.TheZenith.com/rx).**

## **Existing Injuries:**

Effective immediately, medications for your work-related injury will be provided (subject to limitations) under the ZPN.

You will receive a permanent workers' compensation pharmacy card in the mail.

1. If you are receiving your work injury–related medications from a non-network pharmacy, your prescriptions must be transferred to a ZPN pharmacy before your next fill. Simply go to a ZPN pharmacy with your pharmacy card and request that they transfer your prescription(s) to their pharmacy.
2. If you are already using a pharmacy that is in the ZPN, take the pharmacy card in the next time you need a refill or have a new prescription related to your work injury.
3. The card will identify you to the pharmacist for our workers' compensation pharmacy network program.
4. The pharmacist will fill your prescription. By using a ZPN pharmacy, you should not receive a bill for your medications. If you do, please contact us.

**Workers' Compensation Insurance Carrier:**

**Zenith**

21255 Califa St., Woodland Hills, CA 91367

Toll-Free Telephone: 800-440-5020

Confidential Fax Number: 818-704-3839

Email: [providergroup@thezenith.com](mailto:providergroup@thezenith.com)

**Pharmacy Network:**

**Zenith Pharmacy Network** – Effective the later of September 15, 2011 or the date your employer first became insured through Zenith.

**Pharmacy Network Benefits Manager:**

**Tmesys**

Toll-Free Telephone: 866-599-5426

\*This communication is from Zenith Insurance Company, acting on behalf of itself or its wholly-owned subsidiary ZNAT Insurance Company. Please refer to your policy to determine whether your underwriting carrier is Zenith Insurance Company or ZNAT Insurance Company.

The pharmacy network was established pursuant to Labor Code 4600.2(a) which allows insurers to contract with a specific group of pharmacies or a pharmacy benefit network to provide medicines and medicinal supplies to injured workers. Providers who participate in the Zenith Medical Provider Network are included in the ZPN.