



# KeyScripts

BENEFITS MANAGEMENT



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***A Difference Worth Discovering...***

# We offer...

The KeyScripts Formula starts with more than 30 years of workers' compensation experience. We add the services and support of a dedicated team of management professionals and unmatched savings to create an unbeatable recipe for your success. The formula is simple. Our customers choose us because we offer better discounts and deliver the level of service and accessibility we promise..."

— KeyScripts

- A national workers' compensation PBM offering "boutique" services to insurance carriers and self-insured employers
- An interactive team of pharmacists, nurses/case managers, cost containment specialists, information technicians and legal professionals
- Workers' compensation formularies that exclude unrelated drugs
- KeyLink — online claims management system
- Superior savings below fee schedule and usual & customary jurisdictions
- Clinical drug utilization review
- Clinical editing/real time controlled substance notification
- Durable medical equipment
- Physical medicine and diagnostic testing services
- Live operator support & translation services
- Designated account representatives
- A national network of more than 60,000 pharmacies
- An optional first fill program to reduce third party payments
- Reversal procedures to recapture out-of-network fills
- Complete medical invoice repricing
- Flexible prior authorization program to reduce unrelated fills
- No out-of-pocket expenses for injured workers
- 90-day walk-in and mail order supplies

# Featuring...

*“Prescription drugs make up about 12% of medical costs for insurance companies. KeyScripts has been able to reduce that amount by as much as 33%, while enhancing the quality and scope of services provided to insureds and their employees....”*

## **WORKERS' COMPENSATION FORMULARIES**

KeyScripts formularies reject unrelated drugs, such as those for cholesterol, hypertension and diabetes. Yet, each worker has a unique system profile offering unlimited flexibility — we can quickly accommodate any off-formulary drug desired by the claim handler.

## **PHYSICAL MEDICINE NETWORK & DIAGNOSTIC TESTING SCHEDULING SERVICES**

Our network of physical medicine providers specialize in treating workplace injuries, and includes physical and occupational therapists; chiropractors; hand and aquatic therapists; and work hardening and functional capacity assessment professionals, who are cognizant of the treatment protocols of the Official Disability Guidelines (ODG) and the American Physical Therapy Association (APTA). We also specialize in scheduling diagnostic testing services for workplace injuries, including Magnetic Resonance Imaging (MRI); Computerized Tomography (CT); Electromyography/ Nerve Conduction (Velocity) Study (EMG/NCV); Nuclear Medicine Bone Scan (NMBS); and Orbital X-Rays.

## **DURABLE MEDICAL EQUIPMENT**

KeyScripts provides access to more than 20,000 high quality durable medical products for injured workers, and we offer exceptional pricing and outstanding support in ensuring delivery of the right materials, each and every time. Our medical supply specialists are skilled at acquiring the details needed to ensure that every order fits the receiver's specific needs.

## **GENERIC SUBSTITUTIONS**

When the prescribing physician does not indicate Dispense As Written (DAW) and a generic drug exists, our generic substitution plan ensures that a generic drug is supplied, offering tremendous savings for our customers.

## **REDUCING ABUSE, DUPLICATION AND FRAUD**

Our fully customizable prior authorization program rejects costly and unrelated fills. Multi-use drugs (such as antidepressants prescribed for pain) are approved for a limited first fill and reviewed by the claim handler. The pharmacist calls KeyScripts for authorization, and we get immediate instruction on future fills.

## **OPTIONAL FIRST FILL PROGRAM**

KeyScripts can get prescription cards into the hands of injured workers at the time of injury, providing optimum savings potential to the customer.

## **LIVE HELP DESK & TRANSLATION SERVICES**

KeyScripts offers live operator support to callers, and we go the distance in transitioning injured workers into the KeyScripts system. For callers for whom English is a second language, or who speak no English at all, KeyScripts offers a network of certified medical/legal translators providing translation services in more than 200 languages, specifically focused on serving the workers' compensation industry. Our network translators are also available to attend claimant appointments, as requested by our customers.

# A Difference Worth Discovering...



*Insurance carriers and self-insured employers historically have had to choose their pharmacy benefit managers from among scores of healthcare PBMs for whom workers' compensation is a drop in the bucket. Now there's KeyScripts, and the choice for businesses is simple. A PBM unlike any other, KeyScripts provides pharmacy, DME and translation services throughout the insurance industry...*

*Let us help you discover the difference!*



CONSULTATION

IMPLEMENTATION

MANAGEMENT

CUSTOMER CARE

## **DRUG UTILIZATION REVIEW PROGRAM**

Our Drug Utilization Review Program is conducted by clinical pharmacists and assists our health management professionals in assessing drug treatment regimens for appropriateness and relatedness, identify cost reduction strategies, and reduce incidents of abuse, duplication and fraud. The program ensures drug eligibility, formulary compliance and proper dosages, uncovers duplicate therapies, and alerts our team to drugs with gender and age precautions.

## **CLINICAL EDITING PROGRAM & REAL TIME NARCOTICS NOTIFICATION**

Narcotics represent more than a third of the typical workers' compensation drug spend, making them the leading cost driver in workplace injury management. While narcotics offer an effective means of post-injury pain management, they also have the greatest potential for abuse, addiction and fraud when not expertly controlled. Plus, the longer an injured worker uses narcotics, the less likely he/she is to achieve a timely return to work. Also alarming is the increased need for substance abuse treatment programs associated with their use, for which insurers and self-insured employers must pay. For these reasons, KeyScripts aggressively monitors narcotics therapies through our clinical editing program.

We can immediately electronically notify adjusters of narcotics usage based on parameters established with our customers — such as number of scripts; scripts from multiple physicians or pharmacies; quick refills made within a short timeframe; and use beyond a medically appropriate duration. Once identification and notification of a potential problem is made, our team of pharmacists, nurses and other health professionals is available to help customers evaluate prescription history, recognize trends, assess the appropriateness of the narcotics therapy, identify alternate therapies, determine the extent of any abuse, and recommend interventions such as physician consultation or peer review — the goal of which is to limit future fills only to those which are medically necessary.

**Our clinical editing program offers real time notification, and real results...**

**Call us today at  
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