

# Pharmacy solutions

Medications, compounds and opioids prescribed for workplace injuries can present serious safety issues. Without careful oversight, they can often lead to long-term dependency and abuse. Our pharmacy solutions help control the use of these drugs with an approach that puts the injured employee's health and safety first.

## Balancing quality care with cost control

At almost a quarter of overall pharmacy spend, opioids are one of the highest-cost therapeutic categories for workers' compensation injuries. Our strategic solutions help clients address the growing problem of escalating pharmacy costs and potential opioid abuse.

Our pharmacy utilization review and complex pharmacy management services work together to control costs and discontinue inappropriate and long-term drug use. These services are an important part of our overall care management strategy. Sedgwick's specialty pharmacy nurses, pharmacists and doctors work to ensure that prescribing patterns are in line with evidence-based guidelines and that employees are receiving optimal therapy to facilitate their recovery.

Our expert clinical team is dedicated to improving opioid management in complex cases. They work in collaboration with our examiners and access the same medical notes and pharmacy data to seamlessly identify adverse drug trends and develop medication plan strategies.

Our highly skilled colleagues have the necessary expertise related to drug safety protocols to identify potential problems and they contact providers to recommend alternate therapies when appropriate.

Key features:

- Aggressive management to address claims with dangerous medication issues
- Prevention of chronic and dependency issues before they start
- Targeted interventions to mitigate spend

## Our pharmacy program results for 2019

**42%** of prescriptions negotiated, denied or withdrawn

**14%** reduction in the average pharmacy spend per claim

**53%** lower morphine equivalent dosage

**19%** reduction in claims receiving opioids

Sedgwick's pharmacy program is restoring lives by helping injured workers achieve a safe, healthy recovery through intervention, weaning, pain management support and drug safety education. More than 22,000 opioid scripts have been avoided. The ripple effect on families, friends, businesses and communities is profound.

## Pharmacy utilization review

- Supported by our specialty pharmacy utilization review clinical team
- Electronic connectivity between pharmacies and the Sedgwick pharmacy benefit management network enables custom indicators
- Utilization review process completed within four hours

## Complex pharmacy management

- Real-time evaluation of claims activity by client to identify adverse medication trends
- Assignment of a Sedgwick specialty pharmacy nurse for complex pharmacy management
- Use of best practice tools, including risk assessment, opioid contract and urine drug testing
- Utilization of pharmacist and physician advisors for peer-to-peer intervention with prescribing physician(s)
- Physician, claims examiner, pharmacy nurses, pharmacists and employer round tables for solution strategy
- Dose optimization provided by pharmacist to ensure appropriate prescribing
- Detection of diversion and misuse
- Pain coaching and behavioral health intervention, when appropriate
- Improved health and safety
- Reduced claim cost
- Drug safety education

## Marijuana review

- Specialized clinical and compliance resource team that ensures any requests for medical marijuana undergo the appropriate review
- Review of case specific and outlying clinical issues when a doctor recommends marijuana for an injured worker
- Provides detailed and thorough clinical explanation to the claims examiner of marijuana's adverse effects on the injured worker as it relates to the specific case

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To learn more about our pharmacy solutions, contact:

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*To learn more about our integrated and customized solutions, visit [SEDGWICK.COM](https://www.sedgwick.com)*