

# Pharmacy solutions

Medications, including 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.

### Facts about drug use and claim costs:

- 60% of injured workers who take opioids for more than 90 days remain on them five years later
- The average incurred cost of claims with only one opioid is more than double the average cost of claims with no opioids
- If a claim includes four or more opioid fills, the average incurred cost increases an additional 150%
- Topical medications can be thousands of dollars per script without clear benefits over inexpensive over-the-counter drugs

## Services and expertise

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. Careworks' 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 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 of our services include:

- 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

42% of prescriptions negotiated, denied or withdrawn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

## Pharmacy utilization review

- Supported by our specialty pharmacy utilization review clinical team
- Utilization review process at point of sale

## Complex pharmacy management

- Assignment of a Careworks specialty pharmacy nurse for complex pharmacy management
- Use of best practice tools, including risk assessment, opioid agreement 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 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

## PBM partner benefits

Using a Careworks pharmacy benefit manager (PBM) partner offers advantages for clients including best-in-class pricing, the Careworks' PBM pharmacy network, proprietary formulary rules and indicators for intervention. Electronic connectivity with a Careworks' PBM partner supports a point-of-sale pharmacy utilization review, which is completed by a clinician. Custom workflows are also available with PBM partners to ensure adequate pharmacy utilization oversight by a clinician.

## About Careworks

At the heart of any organization are its people. When one of your employees is out of work for illness or injury, Careworks is there, ready to help them on their return to health, work and productivity. By providing the right care and coordination solutions — from clinical case management to networks and support — along with the best treatment and cost oversight, we're driving better outcomes for your injured workers. And that means better outcomes for you.

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