



# PRESCRIPTION DRUG PROGRAM

WorkplaceNL has an online prescription drug program at pharmacies throughout Newfoundland and Labrador. When WorkplaceNL accepts your claim for a work-related injury or illness, you are entitled to appropriate prescription drugs through this online system. The prescription drug program ensures you receive quality and timely service.

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## How does the online prescription drug program work?

When you take your prescription to a pharmacy, you will be required to provide the pharmacist with your name, date of birth and WorkplaceNL claim number. This information is transmitted online to verify that your claim has been accepted and the drug is appropriate for the treatment of your work related injury or illness. Once this information is verified, the pharmacist will fill your prescription at no cost to you. You will not need to use a drug card or any other type of drug insurance plan for medications related to your work injury or illness.

### Worker's role

You are responsible for providing the pharmacist with your name, claim number and date of birth each time you have a prescription filled. It is recommended that you use only one pharmacy so that a complete record of your drugs is kept by that pharmacy.

### Physician's role

Your physician may prescribe drugs to treat your work related injury or illness. Your physician is also responsible for ensuring the appropriate quantity and dosage of medication is prescribed. If the prescribed medication is not covered, WorkplaceNL may require the physician to submit information about how it relates to your work injury or illness.

### Pharmacist's role

The pharmacist takes your name, claim number and date of birth and transmits this information and your prescription for online approval. If online approval is granted, the pharmacist will dispense your prescription at no cost to you.

### WorkplaceNL's role

WorkplaceNL is ultimately responsible for adjudication of all claims. If your prescription drug is not approved online at the pharmacy, WorkplaceNL will review any information submitted by your physician for further consideration. WorkplaceNL also reviews and monitors use of the prescription drug program to ensure that workers are receiving optimum health care.

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## What happens when a prescription drug is rejected by the online system?



### A prescription could be rejected for a number of reasons:

- Your name or date of birth does not match the information available on the system. The pharmacist can contact WorkplaceNL to confirm this information.
- The claim number you gave the pharmacist does not match the information available on the system. Your claim number serves as a security measure for online approval. You should confirm the correct claim number with WorkplaceNL and provide the correct claim number to the pharmacist.
- The prescribed drug does not match your accepted work related injury or illness. You should contact WorkplaceNL. Further review may be required. WorkplaceNL may need additional information from your physician as to how this medication relates to your work injury or illness.
- Your claim has not yet been accepted by WorkplaceNL. You can pay for your prescription directly and submit the receipt to WorkplaceNL for consideration of payment, once your claim is accepted.

## Can I appeal if coverage of my prescription drug is denied?

If you disagree with this decision, you have the right to a review. Both the worker and employer have a right to request a review, providing your request is made within 30 days from the date you receive this letter. You must submit a request in writing or by using a Request for Internal Review Form. The form is available from our website at [www.workplacenl.ca](http://www.workplacenl.ca) (select “Forms”) or from any WorkplaceNL office. Your completed and signed form can be submitted by email to [internalreview@workplacenl.ca](mailto:internalreview@workplacenl.ca)

Free-of-charge advice and support with your claim or your review are available through the following organizations:

- If you are an injured worker, the Newfoundland and Labrador Federation of Labour has worker advisors who may be able to help you. The number to contact is 709.754.3927.
- If you are an employer, the Newfoundland and Labrador Employer’s Council has advisors who may be able to help you. The number to contact is 709.368.6532.



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## Contact

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### Grand Falls – Windsor

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### Corner Brook

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