



February 1, 2022

TO: Superintendents and Key Contact Personnel

FROM: Gabriel Rodriguez, 
Executive Director, Workers' Compensation

SUBJECT: **New Pharmacy Benefit Manager – Cadence**

As part of our ongoing commitment to provide best-in-the-industry service and contain costs for our member districts, Self-Insured Schools of California I (SISC I) is pleased to announce that Cadence will be our new workers' compensation pharmacy benefit management (PBM) partner, effective February 15, 2022.

Please see attached information regarding this change.

SISC I will continue a "First Fill Program" for all new injuries reported on or after February 15, 2022, to allow for maximum containment of prescription expenses for our member districts. Attached you will find our new First Fill form that must be provided to any injured employee who requires medical treatment, in the same manner as the DWC-1 Form (Workers' Compensation Claim Form). Please fill out the Employee Name and Date of Injury. You can access this fillable form on our website. Please click on the "For Employers" tab and enter the password "wcmembers." It will be under the "Pharmacy Benefit Manager – Cadence" section.

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Notice of Upcoming Changes – Effective February 15, 2022

Workers' Compensation Pharmacy Benefit Manager

Self-Insured Schools of California (SISC) has partnered with **Cadence Rx** for the management of workers' compensation prescriptions effective **February 15, 2022**. Cadence Rx is an experienced, best-in-class pharmacy benefits manager (PBM) founded on a patient-first platform and led by a team with over 100 years of experience in workers' compensation pharmacy benefit management. The objective of this transition is founded in the belief that our policy holders, injured workers and stakeholders deserve personalized medication guidance, responsive customer service and trusted clinical counsel before, during and after treatment.

Core Services

- **National Network** of 74,000+ pharmacies, over 6,000 pharmacies in California offering deep discounts and no out of pocket expenses for injured workers.
- **Patient-First Technology** designed to drive a better end-user experience, applying smart technology to achieve informed decision making and advance clinical oversight
- **Around the Clock Responsive Customer Service** dedicated to workers' compensation pharmacy benefit management to answer any questions from the pharmacy, injured worker, or claims personnel. Contact Center Representatives are available 24/7 and Cadence Rx offers multi-channel communication, including phone, email, web chat, and fax. Spanish-speaking associates are available in the Contact Center.
- **A No-Risk First Fill Program** designed to ensure newly injured workers can acquire a limited day supply of medication on a "first fill" formulary prior to Cadence Rx receiving claim eligibility.
- Access to a **thoughtfully designed a PBM platform** for claim handlers, centered around patients to manage medication therapy proactively and effectively.
 - Designed to be user-friendly for efficiency and minimal training
 - Omni channel engagement and Live Chat integration
 - Intuitive interface, self-service, single-click approval and responsive design
- **Pharmacy Bill Review** is an important component of our overall end-to-end medication management strategy. In situations where an entity dispenses a medication and bills SISC directly, Cadence Rx has the ability to fully adjudicate the medications against the same business rules applied to a real-time pharmacy or physician dispensed medications.
- Expertise to ensure **Regulatory Compliance** with the California Workers' Compensation Rules & Regulations and Fee Schedule requirements.
- **Advanced Clinical Programs** integrated throughout the lifecycle of a claim and are structured to ensure appropriate medication usage, patient safety, and cost effectiveness.

Cadence Rx is a nimble, service-focused workers' compensation PBM leveraging over 100 years of expertise alongside a proprietary suite of next-generation technologies. Commitment to service is the driving force behind Cadence Rx's innovation, resulting in cost savings for clients and improved outcomes for injured workers

Workers' Compensation Prescription Information

Employer:

Please fill out employee information below and provide employee with this document to take to any pharmacy for his/her Workers' Compensation prescriptions.

Employee:

Self-Insured Schools of California has partnered with Cadence Rx to make filling workers' compensation prescriptions easy.

This document serves as a temporary prescription card. A permanent prescription card specific to your injury will be forwarded directly to you within the next 3 to 5 business days.

Please take this letter and your prescription(s) to a pharmacy near you. Cadence Rx has a network of over 72,000 pharmacies nationwide. To locate a network pharmacy near you, please use the pharmacy locator at <http://cadencrx.com/find-a-pharmacy/> or call Cadence Rx toll free at 1-888-813-0023.

**IF YOU HAVE ANY QUESTIONS OR NEED ASSISTANCE AT THE PHARMACY PLEASE CALL
1-888-813-0023**

Pharmacist:

Please obtain below information from the injured employee if not already filled in by employer to process prescriptions for the workers' compensation injury only.

For questions or rejections please call 1-888-813-0023. Please do not send patient home or have patient pay for medication(s) before calling Cadence Rx for assistance.

NOTE: Certain medications are pre-approved for this patient; these medications will process without an authorization. All others will require prior approval.

**FOR ANY QUESTIONS OR ASSISTANCE WITH MEDICATION APPROVALS PLEASE CALL:
1-888-813-0023**

Prescription Drug ID Card



Employee Name:	
Member ID Number: *	<i>*Refer to Member ID Format</i>
Date of Injury:	
Group Number:	SISC
PCN Number:	CRX
BIN Number:	021460

Card Created On: ___/___/___
Card Valid for Date of Injury Only

Pharmacy Information

This form allows you to fill your initial prescriptions with a maximum cost of \$250 per medication and no more than a 30-day supply per prescription. Pharmacy, if you need assistance processing this claim, please call 1-888-813-0023.

The pharmacy benefit card is only to be used for medications prescribed for your work-related injury. By using this card, you acknowledge and accept financial responsibility for any prescriptions billed under this card that are later found to be unrelated to your injury.

- Member ID format: The ID must start with FF followed by the last 4 digits of social security number plus 8- digit DOI. Example: FF999901012018**

