

## Announcing your new Pharmacy Benefit Card for all EESISP Workers' Compensation prescriptions

The Electrical Employers' Self Insurance Safety Plan (EESISP) has partnered with Helios to provide prescription benefits for your work-related injury.

Fold on dotted line for orientation



Listed below are some frequently asked questions that will prove helpful to you, followed by sample correspondence from Helios.

If you have any questions about your card, please contact EESISP at 718 591-2800

### EESISP Pharmacy Benefit Card FAQs

**Q: What is this new card?**

**A:** A prescription benefit card for use when you have an accepted Workers' Compensation administered by EESISP.

**Q: Who is Helios?**

**A:** Helios is the pharmacy benefit manager which has a contract with EESISP. The Helios network, Tmesys, offers a broad range of pharmacies to provide prescription medicines.

**Q: Are there co-pays?**

**A: No.** There are no co-pays or any other out of pocket costs when you use this card.

**Q: How long is the card active?**

**A:** The card is active as long as your case is active.

**Q: Can I still use my Express Scripts card for Workers Compensation prescriptions?**

**A: No.** Once you receive your card from Helios, all prescriptions related to your Workers' Compensation case must be filled by using that card. You should only use your Express Scripts card for non-workers' compensation pharmacy needs.

**Q: What if my doctor prescribes medication and the pharmacy says it is not authorized?**

**A:** The matter will be resolved within a maximum of 48 hours.

**Q: How soon will I receive a Helios card after an accident is reported?**

**A:** As soon as the claim is indexed by EESISIP, a card will be issued by Helios. You should receive the card in the mail in 3 to 5 days.

**Q: What if I am injured on the job and receive a prescription before I get my Helios card?**

**A:** EESISIP and Helios have agreed on a *First Fill Program* under which a member will be able to get a short term prescription filled pending acceptance of the claim and receipt of the card. If you need a First Fill, inform the pharmacy that Helios is the pharmacy benefit manager.

**Q: What if I need a medication on an emergency basis and it's either after business hours or a weekend or holiday?**

**A:** Emergency fills for medications – so-called Samaritan Doses for 3 to 5 days – can be made by a pharmacy under certain defined circumstances, but further information is required to sustain continued use of a medication first issued as a Samaritan Dose.

**Q: Can I receive more than one card?**

**A:** Yes. If you currently have more than one open claim, you will receive one (1) card which will bear the date of your most recent accident. If you subsequently sustain a further work related accident (or accidents), then there will be a card issued for each subsequent compensable work related accident you sustain.

**Q: How do I know what card to use if I have more than one Workers' Compensation case?**

**A:** Each card will have specific claim based information (File #, date of injury) which will tell you which card to use. If a member has more than one active claim, a member should keep all cards sent to them in a designated place for reference and when filling scripts bring the applicable card to the pharmacy when needed.

**Q: Is mail order an option?**

**A:** Yes. For appropriate cases and medications, mail order is most certainly an option. Members will be provided with information by Helios as to how to transfer their medications to a mail order pharmacy.

**Q: What if I lose my card?**

**A:** Contact either Helios at 866-599-5426 or EESISIP at 718 591-2800 and a new card can be issued if appropriate.

**Q: Why didn't I get a card?**

**A:** EESISIP records indicate that you did not have an active claim. If you have any questions about this, contact EESISIP.

«Date mailed»

«Patientname» «Patientname»

«PATIENTADDR1»

«PATIENTADDR2»

## IMPORTANT INFORMATION ABOUT YOUR WORKERS' COMPENSATION PRESCRIPTIONS

We are writing to inform you of a change to your workers' compensation pharmacy benefits provider. The Electrical Employers Self Insurance Safety Plan (E.E.S.I.S.P.) has selected Helios as its new workers' compensation pharmacy partner effective <<effective\_date>>. As a result of this, you are receiving a new prescription card with important information that your pharmacist will need in order to process your workers' compensation prescription using the Helios Tmesys® network. The next time you need a workers' compensation prescription filled, please present the attached card to your pharmacist. Ask them to process your prescription through the Tmesys network.



### How do I obtain my prescriptions?

Starting on <<effective\_date>> just give your doctor's prescription and the attached prescription card to any pharmacy that is part of the Helios Tmesys network. Call us at 866.599.5426 to find a network pharmacy. Your workers' compensation prescription will be filled with a generic substitution, when available, at no cost to you unless your prescriber indicates a brand name prescription is medically necessary. You will also need to use this new card when you refill any current workers' compensation related prescription.



### How do I know if my current pharmacy participates in the program?

The program includes almost 65,000 pharmacies, including our preferred provider, Walgreens, along with all major chains and most neighborhood pharmacies. If you are not sure if your pharmacy is in the network, call us toll free at 866.599.5426, or go to our website [www.tmesys.com](http://www.tmesys.com) and click on "Pharmacy Locator."



### I get my prescriptions through the mail today. Will I still get them by mail with Helios?

If you receive your prescriptions through the mail, we will work to transfer your existing prescriptions. If you have questions please call Helios at 866.599.5426.



### Questions? Need Help?

Representatives are available to answer any questions you have about your pharmacy benefits.

**866.599.5426**



P.O. Box 152539  
Tampa, FL 33684-2539

<<DateMailed>>

<<PatientName>> <<PatientName>>

<<PatientAddr1>>

<<PatientAddr2>>

## IMPORTANT INFORMATION

### ABOUT YOUR WORKERS' COMPENSATION PHARMACY BENEFITS

The Electrical Employers Self Insurance Safety Plan (E.E.S.I.S.P.) has partnered with Helios to provide prescription benefits for your work-related injury. Our services help make sure you receive your injury-related medications timely through a network known as Tmesys®. Please use the attached prescription card when you visit the pharmacy. Show the card and your doctor's prescription to the pharmacist. Your workers' compensation prescription will be filled with a generic substitution, when available, at no cost to you unless your prescriber indicates a brand name prescription is medically necessary. Once you have your medications, please consider some of the following health and safety precautions.



#### Talk With Your Doctor and Pharmacist

Tell your doctor and pharmacist about all medications you are taking, even if they are not for your injury. Know how the medication should make you feel and be aware of the possible side effects. Read the bottle label and information provided by your pharmacist and follow the instructions carefully. Your medication is prescribed with you and your injury in mind. Please do not share your medications with anyone else.



#### Proper Storage

Store medications in their original bottles. Keep them out of the reach of children and pets. Keep medications away from damp or humid air and avoid temperature extremes.



#### Network Pharmacies

The prescription card will work at Walgreens, our preferred provider, along with all major chains and most neighborhood pharmacies. Some of the pharmacies closest to your mailing address are listed below. If you would like a list of other network pharmacies, please visit [www.tmesys.com](http://www.tmesys.com) and click on "pharmacy locator" or call 866.599.5426.

**Pharmacy**  
123 Main St.  
Anytown ST, 12345  
Phone

**Pharmacy**  
123 Main St.  
Anytown ST, 12345  
Phone

**Pharmacy**  
123 Main St.  
Anytown ST, 12345  
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