



PRIME Selects CadenceRx as their New Pharmacy Benefit Manager for Workers' Compensation

After completing a competitive request for proposal, or RFP process, we chose CadenceRx as our new Pharmacy Benefit Manager (PBM) partner. CadenceRx will provide many services such as: support administration of pharmacy claims, manage rebate contracting with pharmaceutical manufacturers, manage our retail pharmacy networks, provide mail-order dispensing, and help AP Keenan enhance the value of our PRIMERx programs offered to our clients. PRIMERx will be transitioning their PBM services to CadenceRx effective June 7, 2022.

We are making this PBM change to improve flexibility and advance innovations resulting from stronger pharmacy administrative technology. We are excited about this new relationship that is already strengthening our ability to support the unique needs of our clients, improve the injured worker experience, and enhance our creative solutions to improve the healthcare delivery model in workers' compensation.

PRIME and CadenceRx share similar cultures focused on continuous improvement to service, flexibility, and true collaboration to allow for development of additional innovative pharmacy solutions. The PRIMERx program will continue to evolve during the transition period and beyond.

What AP Keenan clients can expect from the transition:

- Continued statewide access to a robust pharmacy network
- State-of-the-art block chain technology, reporting, and analytics
- Robust education and outreach strategies
- 24/7/365 live customer service help desk staffed with licensed pharmacy technicians
- Customized formulary management
- Advanced solutions and tools that will reduce wait times
- Continued aggressive action to manage costs while ensuring access to the medications your injured workers need, as we stay true to our lowest net cost model
- Imaginative, creative solutions developed in partnership with CadenceRx
- Innovative clinical programs
- Our unwavering commitment to deliver value through truly integrated pharmacy and medical care management

Our robust integrated pharmacy management programs, including Saving the Opiate Patient (STOP), will not be affected. STOP integrates a Board-Certified Physician who monitors and guides an injured worker's pharmacy regimen to improve the effectiveness of rehabilitation efforts and maximize prospects for a timely and complete return to work. This benefits the injured worker by providing a faster and more complete recovery, while delivering bottom line medical and indemnity cost savings to AP Keenan clients, and better control to avoid potential opiate addiction. Other integrated clinical solutions that will remain in place under PRIMERx management include:



- Pharmacy and medical utilization management (including step therapy and quantity limits)
- Prior Authorization Review (approval, modification, and denial)
- Drug list management
- Opioid management
- Injury Specific Drug Formulary

How will PRIMERx and CadenceRx notify existing injured workers about the change and how it will affect prior authorizations and mail order prescriptions? We have created a communications plan that includes sending information directly to injured workers about the changes that may affect them. Attached is a FAQ document that will be shared with them. Most injured workers using home delivery will have their prescriptions automatically transferred to CadenceRx. Controlled substances, expired prescriptions, and prescriptions without refills remaining cannot be transferred. In those cases, injured workers will need to talk to their doctors to get new prescriptions sent to CadenceRx on June 7, 2022 or later. Our intent is to minimize disruption for injured workers who currently have approved drug prior authorizations. We will transfer all exiting prior authorizations and two years of medication history to CadenceRx to help ensure this outcome. Some exceptions may apply, for example, if the drug becomes excluded from our drug lists as part of our usual periodic updates.

Ron Nassif, VP of PRIME, said, "Our new partnership with CadenceRx is an exciting and refreshing enhancement to our care management product suite, building upon the proven services PRIME provides statewide. This service is included as part of our other product lines, Professional Bill Review, Hospital Bill Review, Case Management and Utilization Review services. This renewed offering further leverages our proprietary service model. Physician integration into our STOP program has been shown to improve injured employee return to work and will further strengthen PRIME's ability to help our clients achieve superior results."

About PRIME Managed Care Services

PRIME Managed Care Services, a division of AP Keenan, provides complete medical care management solutions to control costs associated with employee injuries. PRIME offers Utilization Review, Bill Review, Case Management, and a wide array of other medical care management services. PRIME's proprietary approach integrates superior medical expertise in all of its services, driving superior medical outcomes and significantly reducing treatment costs for clients.



Introducing our New Pharmacy Benefit Manager

Starting in late Spring 2022, CadenceRx will be the new Pharmacy Benefit Manager (PBM) for the PRIMERx Pharmacy Program. CadenceRx will replace Express Scripts (d/b/a myMatrixx). AP Keenan will work with both vendors to ensure a smooth transition for our clients and injured employees. You can learn more about the new vendor on the CadenceRx website at <https://cadencerx.com/>.

PBM Transition FAQs

What is a PBM? Pharmacy Benefit Managers serve as the middlemen between drug companies and insurers. They negotiate discounts with drug makers and pass the cost savings on to insurers.

Services include:

- Negotiating with pharmacies, insurance companies, and drug manufacturers
- Processing prescriptions
- Operating mail-order pharmacies

Why is the PBM changing?

- The PRIME Program contracts with external organizations to provide essential program services, such as pharmacy benefits. The change to CadenceRx allows AP Keenan to ensure that our clients, and their injured employees, receive necessary prescription medication in a timely and cost-effective manner.

Is the PBM change immediate?

- No. Express Scripts will continue as the PBM through the transition period until late Spring 2022. The exact date is targeted for June 7, 2022. Until then, please continue to use your pharmacy benefits as you have been. For questions or support regarding any **current pharmacy needs**, please call Express Scripts at 1-877-595-3665. You can also visit the Express Scripts pharmacy locator at <https://www.mymatrixx.com/>.



Is there anything I need to do?

- Not at this time. As the transition period progresses, CadenceRx will reach out to you via mail about next steps to ensure you continue to receive your work-related prescription medication(s). For the time being, please continue to call Express Scripts at 1-877-595-3665 for any pharmacy-related questions or support needs.

What is a transition period?

- A transition period is the time between when the new vendor is awarded the contract and when they take over full operations. During this time, prescription fills continue as usual until the new vendor (CadenceRx) is ready to assume all PBM duties. This process is in place to ensure prescriptions are not interrupted and that injured employees experience a smooth change of vendors.

When will CadenceRx take over filling my prescriptions?

- The transition process is expected to finish in late spring 2022. As the transition progresses, Express Scripts will reach out to you directly through the mail with more information. The target effective date is June 7, 2022.

Will this affect my current prescriptions?

- No. Your current prescription(s) will continue as normal. Continue to fill your prescription(s) at your local retail pharmacy or use home delivery through Express Scripts. CadenceRx will send out new PRIMERx Prescription ID cards with next steps to members with an accepted workers' compensation injury prior to the transition.

Will I get a new prescription card?

- Yes. CadenceRx will send a new PRIMERx Program Prescription ID Card to current holders of Express Scripts cards before the transition ends.

Will I need to change my Pharmacy?

- We expect many members will be able to continue filling their work-related prescription(s) at their current pharmacies. CadenceRx has a retail pharmacy network that includes approximately 62,000 pharmacies and 98% of recent prescription fills were made at these pharmacies. If you need to change pharmacies, CadenceRx will notify you directly and provide assistance.



What if I have questions?

- For pharmacy benefits or home delivery questions, please continue to call Express Scripts at 1-877-595-3665 until further notice.
- For questions about the PBM, the transition, or general questions about the Program, please contact PRIME at 1-855-748-2917.
- For questions about your prescription medications, please contact your prescribing provider or our AP Keenan Claims Examiner