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Old Republic Commercial Risk

Pharmacy FAQ for Injured Workers

Old Republic Commercial Risk has selected Cadence Rx to manage your workers' compensation pharmacy needs for your work-related injury. Our goal is to make this process as easy as possible for you. Below are the answers to frequently asked questions. For further assistance, contact your Old Republic Commercial Risk Claims Representative or the Cadence Rx Customer Service Center, available 24 hours a day, 365 days a year, via a toll-free number 888-813-0023.

Getting Started

Who is Cadence Rx?
Cadence Rx is a pharmacy benefit manager with experience in filling prescriptions related to workers' compensation claims. With Cadence Rx, you can fill your work-related injury prescriptions through home delivery from the Cadence Rx Pharmacy or at a participating retail pharmacy.

Will my prescription be approved for a work-related injury?
If it is determined that your injury is compensable, you are entitled to receive pharmacy benefits related to that injury.

How do I obtain my prescriptions from a pharmacy?
For the initial fill of your prescription, use the Temporary Pharmacy Card that your employer has provided which is also located on our website. Simply take your prescription and Temporary Pharmacy Card to a participating retail pharmacy. After the initial fill of your prescription, you will receive a Prescription-drug ID card in the mail from Cadence Rx.

How can I locate a participating retail pharmacy?
The Cadence Rx Network encompasses over 74,000 pharmacies nationwide and includes the major retail chains, Walgreens, CVS, Walmart, Rite Aid, Kroger, Publix, Costco, and Target. To locate a participating pharmacy:

- Access the Find a Pharmacy On-line Search Tool in Old Republic Commercial Risk's Injured Worker Center, or
- Call Cadence Rx at 888-813-0023.

If I did not receive the Prescription-drug ID card from Cadence Rx, or I need to replace one, what should I do?
Call Cadence Rx at 888-813-0023, access a digital card online at https://opus.cadencerx.com/digitalcard or contact your Old Republic Commercial Risk Claims Representative.

How much does the Prescription-drug ID card cost?
The Prescription-drug ID card is free and covers prescriptions for your work-related injury.

Will I need to submit a claim for reimbursement for my prescriptions?
No. If you use your Prescription-drug ID card at a participating retail pharmacy, or through home delivery from the Cadence Rx Pharmacy, there is no out-of-pocket cost to you.

When does my pharmacy card expire?
Your card is effective for as long as you remain entitled to benefits for your work-related injury.

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Home Delivery

Cadence Rx can fill the prescriptions you take on an ongoing basis for your work-related injury, through its Mail Order Pharmacy. With this program, your prescriptions are generally filled within 48 hours of receipt and mailed directly to your home. You will receive your prescriptions within 14 days from the date your order is placed.

What are the benefits of the Home Delivery Program?
Using the Cadence Rx Pharmacy provides:

- Convenience: If your prescription qualifies, you can receive up to a 90-day supply of your medication and order refills easily on-line, or by phone—shipping is free
- Safety: Pharmacists check every prescription for accuracy

How do I know if I am eligible for the Home Delivery Program?
Prescriptions related to your work injury are evaluated to determine if they are eligible for home delivery.

If your prescription is eligible, you will receive a letter from Cadence Rx regarding the Home Delivery Program. Once you are determined to be eligible and you chose Home Delivery, Cadence Rx will do the work for you. They will contact your doctor to get up to a 90-day supply of your prescription if your prescription is eligible for home delivery.

What if I want Home Delivery and have not heard from Cadence Rx?
Call Cadence Rx at 888-813-0023, or email support@cadencerx.com to find out about signing up for Home Delivery.

Which of my prescription drugs can be filled using Home Delivery?
Cadence Rx Pharmacy can send a 90-day supply of medications prescribed for your work-related injury; however, restrictions on certain medications may apply.

How long does it take Cadence Rx to fill my prescription for Home Delivery services?
You can expect delivery of your order within 14 days from the date your order is placed. Cadence Rx recommends that you have a 30-day supply of your medication on hand at the time of your initial order.

What about refills?
You will be reminded about refills through the communication method you chose when you obtain medications through Home Delivery. You have an option of communicating via phone, fax, or email. You may also enroll in the auto refill feature by calling the Cadence Rx Home Delivery Services, 888-813-0023. Refills typically process and ship within 14 days from the date your order is placed.

For more information about the Home Delivery Program, call Cadence Rx at 888-813-0023.

Old Republic Commercial Risk is a trusted leader in commercial insurance solutions and services, specializing in workers' compensation, commercial auto, general liability, and commercial package coverages. Insurance policies are issued by Pennsylvania Manufacturers' Association Insurance Company, Manufacturers Alliance Insurance Company, and Pennsylvania Manufacturers Indemnity Company.