

## CLAIMING FOR MEDICATIONS AND PHARMACY ITEMS

This fact sheet has been put together to assist you in understanding the requirements around claiming for your medications and/or pharmacy expenses.

You are entitled to claim for the reasonable costs of medications and pharmacy items relevant to your work related injury/illness. The pharmacy policy set by WorkSafe directly impacts the way that Gallagher Bassett reimburses medications and pharmacy expenses.

### WHAT THIS MEANS

When seeking reimbursement for your medication/pharmacy items, you will need to provide Gallagher Bassett with a fully itemised receipt. All medications/pharmacy items must be: requested by a medical practitioner or dentist, provided by a registered pharmacist and purchased at a registered pharmacy.

In some instances, you may receive a letter from Gallagher Bassett requesting that you provide written information from your medical practitioner to support your use of particular medications/pharmacy items to ensure they are appropriate for your work-related injury/illness. Some of these medications may include, but are not limited to: Schedule 8 medications (drugs of addiction), glucosamine, non steroidal anti inflammatory creams and gels etc. if you receive a letter of this nature, it is important that the information is provided to Gallagher Bassett within the requested timeframe. If not received, this may result in a denial of payment for the particular medication/pharmacy item.

We have enclosed for your reference a booklet titled, *Medications and other pharmacy items*. Reading this will provide you with further information regarding the types of medications that are/are not covered under WorkSafe.

### WHAT YOU NEED TO DO

If you are paying for your medication/pharmacy expenses, we recommend that you confirm with your pharmacist that you have been charged in line with the VWA's pharmacy policy. If you are charged in excess of this, you may be out of pocket when claiming reimbursement through Gallagher Bassett. To ensure this does not occur, an option we strongly recommend is speaking with your pharmacist about having them invoice Gallagher Bassett directly.

Attached is a form that we request you have your medical practitioner complete with all medications/pharmacy items being prescribed to you for your work related injury/illness. Having this form completed and submitted to our office will assist us with timely reimbursement of these expenses. As well as submitting this list to Gallagher Bassett, we suggest that you also provide a copy to your pharmacy.

When claiming reimbursement for medication/pharmacy expenses, we require a fully itemised receipt showing:

- Your name, address and claim number;
- The pharmacist's name and address;
- Date of purchase
- A description of the item (if not medication)
- Name of the medication
- The strength and quantity of the medication
- If the medication is on prescription, whether it is a Pharmaceutical Benefits Scheme (PBS) or non-PBS (private) medication
- The total amount paid

Please note, if you have any queries or require clarification regarding medications/pharmacy expenses, please do not hesitate to contact your case manager or our office.

