

## Better service for better outcomes

PayDirect: Electronic payment  
for prescription medication

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### One less thing to worry about.

Prescriptions related to workplace injury are now covered at no out-of-pocket expense to you, through Medavie Blue Cross. This means that in most cases, with a valid WCB claim number, there is no need for you to pay for prescriptions and file your expense with the WCB.

If you have a problem at the pharmacy, please see the reverse. We will work with you to understand the issue and do our best to resolve it.

# When your prescription is not approved

A prescription may not be approved for a number of reasons. When this happens, you may need to pay for your prescription as per the previous practice while the issue is explored.

Please contact us – we will work with you to resolve the issue wherever possible.

## THE PROBLEM

## THE SOLUTION

Your claim number, date of birth or name as presented at the pharmacy does not exactly match that on the system.

Verify this information with the WCB. This information serves as a security measure for both your personal information and the integrity of your claim data.

Your claim for a prescription drug is not eligible and must be reviewed.

Pay for the prescription, and submit your drug expense to the WCB for consideration of payment.

The prescription is not among the drugs accepted for the diagnosed work-related injury or illness.

Contact your health care provider to submit more information to the WCB. The WCB pays only for those prescribed drugs related to the workplace injury or illness.

Your claim has not yet been accepted by the WCB.

Pay for the prescription, and submit the original receipt to the WCB. If your claim is accepted, the receipt will be considered for payment.