

Pharmacy FAQ's

Hours of CorVel Pharmacy Customer Service Help Desk are?

Monday through Friday, **8 a.m. to 11 p.m** eastern. Telephone number: **(800) 563-8438**
Fax Number: **(866) 688-9048** Group Email address is: Pharmacy@corvel.com. After Hours Help Desk message has 2 options available: #1 is to leave a detailed message and the call will be returned the next business day or by selecting Option 2 your call will be transferred to our PBM partner, Caremark, for immediate assistance.

What to do if you receive a call from the pharmacist?

Please direct the pharmacist to **call CorVel** at **(800) 563-8438** for all issues pertinent to eligibility, formulary coverage, or prior authorization process, if applicable. For claim transmission assistance, please ask them to call the **Pharmacist Help Desk** at **(877)876-7216**

How do I setup a claimant for mail order service?

Send an email to Pharmacy@corvel.com. Please include the claimant's name and claim number as well as their telephone number so the appropriate pharmacy record can be accessed for mail order service. A letter explaining mail order service will be sent to the claimant along with a mail order informational sheet. CorVel may provide follow-up to the letter by calling the claimant to discuss the advantages of mail order if claimant does not contact the mail order vendor within a reasonable period of time.

Do I have to use a pharmacy card?

The card, which is unique to each claim, contains pertinent billing information for the pharmacist. This will insure the appropriate discount rate off the price of the medications is applied. This card requires all plan parameters you have designed for your pharmacy program to be followed. We want to provide a safe and clinically appropriate drug management program for you and your claimant.

What if a claimant needs immediate drugs and has no card?

Please **call CorVel** at: **(800) 563-8438**. Please have available any information you may have regarding the pharmacy location where the claimant wants to pick up their medication. If you have any information such as the name of the medication and/or prescriber name, is very helpful. CorVel will call the pharmacy and give them billing information to process any prescriptions for the claimant appropriate for your formulary or with prior approval from you. ****Also for After Hours, weekends and holidays, we will authorize the pharmacy to dispense a 3-5 day supply of medications until the next business when we will contact you for further instructions.**