



# OPERATIONS ORDER

SUBJECT: <b>MEDICAL DIVISION "LINE-OF-DUTY PRESCRIPTION PROGRAM" FOR ACTIVE UNIFORMED MEMBERS OF THE SERVICE</b>	
DATE ISSUED:	NUMBER:
<b>08-08-08</b>	<b>36</b>

1. On August 11, 2008, at 0700 hours, the Department will institute the “Line-of-Duty Prescription Program” for active uniformed members of the service. Through this program, the Department will pay the cost of prescription medication for an “approved” Line-of-Duty Injury for active uniformed members of the service. There will be no co-payments or deductibles for the uniformed member concerned. The Medical Division will be administrating this benefit in conjunction with Envision RxOptions Incorporated, a prescription benefit management company.

2. Through this program, uniformed members will not receive a standard plastic prescription benefit card containing their name or other identifying information. Instead, this program will utilize the member’s NYPD **IDENTIFICATION CARD (PD416-091)** in conjunction with a paper prescription benefit card known as a “Line-of-Duty Prescription Program” card. The concerned member will enter the applicable sixteen digit “Cardholder number” upon the “Line-of-Duty Prescription Program” card. The “Cardholder number” is the member’s six digit tax registry number followed by the complete ten digit “Line-of-Duty Injury” number assigned to the injury for which the member requires the prescription medication. The member will display his/her NYPD **IDENTIFICATION CARD** to the pharmacist at a participating pharmacy and present the pharmacist with the “Line-of-Duty Prescription Program” card. The “Line-of-Duty Prescription” card contains several numbers, including the “Cardholder number,” that a participating pharmacy needs to process the prescription. The “Line-of-Duty Prescription Program” card also contains instructions for the pharmacist and telephone numbers that the pharmacist or member may call to solve any problems that may arise when having a prescription filled.

3. Therefore, to ensure that active uniformed members of the service obtain prescription medication that has been prescribed for the treatment of an “approved” Line-of-Duty Injury, the following procedure has been established:

**PURPOSE** To obtain prescription medication for active uniformed members of the service that has been prescribed for the treatment of an “approved” Line-of-Duty Injury.

**DEFINITIONS** UNIFORMED MEMBER – Refers only to the following titles: Police Officer (including Recruit Officer), Detective, Sergeant, Lieutenant, Captain, Deputy Inspector, Inspector, Deputy Chief through Chief of Department and Police Surgeon. This does not apply to civilian titles, including titles such as School Safety Agent, Traffic Enforcement Agent or Cadet.

“APPROVED” LINE-OF-DUTY INJURY – An injury that the Medical Division has “approved” by deeming that it qualifies for Line-of-Duty Injury status. Every **LINE-OF-DUTY INJURY REPORT (PD429-154)** is evaluated by the Medical Division on a case by case basis, however, not every **LINE-OF-DUTY INJURY REPORT** is ultimately “approved.”

**NOTE**

*The following provisions apply to this program:*

- a. *Only active uniformed members of the service are eligible. Retirees are not eligible. If an active member in the program subsequently retires they are no longer eligible.*
- b. *The underlying injury must be one that has been “approved” and deemed to be a Line-of-Duty Injury by the Medical Division. If an injury has been “disapproved” for a Line-of-Duty designation, the member concerned is not eligible for the “Line-of-Duty Prescription Program.”*
- c. *The prescription medication being provided must be a medication specifically prescribed to treat an “approved” Line-of-Duty Injury.*
- d. *Like most prescription plans, this is a mandatory generic program. Generic drugs, in lieu of brand drugs, will be dispensed whenever possible. This program works in the following manner: If a prescription for a brand drug is presented at a participating pharmacy and a generic equivalent exists, the pharmacy will dispense the generic equivalent. If a member insists on having the brand drug when a generic equivalent exists, he or she will have to pay for it.*
- e. *A mail order plan is available for uniformed members who are on long-term maintenance-type medications.*
- f. *Specialty drugs (i.e., certain specialized drugs that, due to their nature, require special instructions and follow-up guidance) are available from a pharmaceutical facility that is specially able to dispense these drugs and provide members with the necessary clinical support.*

**PROCEDURE**

When an active uniformed member of the service needs prescription medication that has been prescribed for the treatment of an “approved” Line-of-Duty Injury:

**UNIFORMED MEMBER OF SERVICE**

1. Ascertain the complete ten digit Line-of-Duty Injury number that relates to the injury for which the member requires prescription medication from:
  - a. The supervisor preparing the **LINE-OF-DUTY INJURY REPORT** or
  - b. The Medical Division’s Line-of-Duty Prescription Drug Unit, Monday through Friday, from 0700 to 1800 hours, at (718) 760-3029 / 3059 or
  - c. The Medical Division’s Sick Desk (24 hours a day) at (718) 760-7600.

**NOTE**

*The first four digits of the ten digit Line-of-Duty Injury number represent the year that the Line-of-Duty Injury occurred. These numbers are followed by either one or two “zeros” and then by a four or five digit number specific to that injury.*

2. Ascertain whether the **LINE-OF-DUTY INJURY REPORT** has been “approved” or “disapproved” by the Medical Division, or whether a determination by the Medical Division is still “pending” by contacting:
  - a. The Medical Division’s Line-of-Duty Prescription Drug Unit, Monday through Friday, from 0700 to 1800 hours, at (718) 760-3029 / 3059 or
  - b. The Medical Division’s Sick Desk (24 hours a day) at (718) 760-7600.

**NOTE**

*The Medical Division will generally cover the first fill (either a whole fill or a partial fill, depending on the particular medication involved) of a prescription written by the treating emergency room physician in cases involving uniformed members who were injured at work and then prepared a **LINE OF DUTY INJURY REPORT** and sought treatment at a hospital emergency room.*

*Prescription medication for a “pending” Line-of-Duty Injury (i.e., a **LINE OF DUTY INJURY REPORT** that has not yet been “approved” or “disapproved” by the Medical Division) will be provided on a case by case basis.*

**UNIFORMED  
MEMBER OF  
SERVICE  
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3. Bring the prescription to any one of the pharmacies participating in the Medical Division’s “Line-of-Duty Prescription Program” being administered in conjunction with Envision RxOptions, Incorporated. A listing of participating pharmacies may be obtained by:
  - a. Visiting the NYPD intranet website and then accessing the “Finest Health” link.
  - b. Visiting the NYPD internet website at [www.nyc.gov/nypd](http://www.nyc.gov/nypd) and accessing the “Finest Health” link. After accessing the “Finest Health” link, a sign-in box will appear. Then enter the username “finesthealth” and the password “stayhealthy”. This will bring you into the intranet website, at which time you will then follow the prompts.
  - c. Contacting Envision RxOptions 24 hour Help Desk at 1-866-909-5167.
  - d. Contacting the Medical Division’s Line-of-Duty Prescription Drug Unit, Monday through Friday, from 0700 to 1800 hours, at (718) 760-3029 / 3059, or the Medical Division’s Sick Desk Supervisor (24 hours a day) at (718) 760-7606.

**NOTE**

*It is strongly recommended that members obtain all of their prescription medications (for Line-of-Duty Injuries as well as for non work-related injuries and illnesses) from the same pharmacy. Your regular pharmacy will know which prescription medications you are currently taking. If you are then prescribed a new medication for a Line-of-Duty Injury, your regular pharmacy will be able to determine whether the new medication will cause a drug interaction with the medications that you are already taking. Drug interactions may make a drug less effective, or conversely, increase the action of a particular drug. Some drug interactions may also cause unexpected, potentially serious side effects.*

4. Display NYPD **IDENTIFICATION CARD** to the pharmacist to verify your eligibility to participate in this program by virtue of your status as an active uniformed member of the New York City Police Department.

**NOTE**

*There is no reason for the pharmacist to make a copy of the member’s NYPD **IDENTIFICATION CARD**. Every participating pharmacy will be receiving instructions regarding this matter. If a pharmacist at a participating pharmacy requires clarification in this regard, Envision RxOptions 24 hour Help Desk should be contacted at 1-866-909-5167.*

**UNIFORMED  
MEMBER OF  
SERVICE  
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5. Present the pharmacist with a “Line-of-Duty Prescription Program” card with the applicable sixteen digit “Cardholder number” entered upon the card.
6. Retain the “Line-of-Duty Prescription Program” card in the event that additional prescription medications are required for that particular Line-of-Duty Injury. Since the card has no intrinsic value other than to enable the pharmacist to fill a prescription, once there is no longer a need for prescription medication for that Line-of-Duty Injury, the member may retain the card for his or her records or dispose of the card.

**NOTE**

*It is possible that the member may only receive a partial fill of the prescription (typically a five day supply) if this is the first fill on this particular prescription or there are other issues pending. This will provide the member with a temporary supply of medication and enable the Medical Division’s Line-of-Duty Prescription Drug Unit to confirm that the underlying Line-of-Duty Injury has been “approved” or resolve any other pending matters. Once the Medical Division’s Line-of-Duty Prescription Drug Unit provides clearance, the member may return to the pharmacy and obtain the remainder of the prescription. If the Line-of-Duty Injury is ultimately “disapproved,” the member may obtain the remainder of the prescription by utilizing any other prescription plan in which the member is enrolled.*

UNIFORMED MEMBERS CURRENTLY RECEIVING LONG-TERM MAINTENANCE-TYPE PRESCRIPTION MEDICATION THROUGH A MAIL ORDER PLAN

**UNIFORMED  
MEMBER OF  
SERVICE**

7. Contact Envision RxOptions 24 hour Help Desk at 1-866-909-5167 to be enrolled in the Medical Division’s mail order plan.
8. Provide Envision RxOptions with the sixteen digit “Cardholder number” that relates to the Line-of-Duty Injury which requires prescription medication.
  - a. Mail order prescription medication will be supplied through Immediate Pharmaceutical Services, Incorporated (IPS).

UNIFORMED MEMBERS WHO REQUIRE A SPECIALTY DRUG

**UNIFORMED  
MEMBER OF  
SERVICE**

9. Contact McKesson Specialty Pharmacy direct at 1-888-456-7274, Monday through Friday, from 0800 to 2000 hours or Saturday from 0800 to 1700 hours (McKesson Specialty Pharmacy is a pharmaceutical company that has specific expertise in providing specialty drugs).
10. Provide McKesson Specialty Pharmacy with the sixteen digit “Cardholder number” that relates to the Line-of-Duty Injury which requires specialty medication.
11. Contact Envision RxOptions 24 hour Help Desk at 1-866-909-5167 if problems exist in terms of ordering a specialty drug from McKesson Specialty Pharmacy.

UNIFORMED MEMBERS WHO ARE BEING PRESCRIBED MEDICATION THAT IS CATEGORIZED AS A CONTROLLED SUBSTANCE

**UNIFORMED  
MEMBER OF  
SERVICE**

12. Schedule a visit with your district surgeon every three months to obtain an authorization to continue being provided through this program with medication that is categorized as a controlled substance.

UNIFORMED MEMBERS SEEKING PRESCRIPTION MEDICATION FOR AN  
“OLD” LINE-OF-DUTY INJURY WHO ARE NOT CURRENTLY BEING  
TREATED OR RECEIVING PRESCRIPTION MEDICATION FOR THAT INJURY

**UNIFORMED  
MEMBER OF  
SERVICE**

13. Schedule a visit with your district surgeon to obtain authorization for an initial and follow-up visit with a medical provider for treatment and medication specifically related to that “Old” Line-of-Duty Injury.

**ADDITIONAL  
DATA**

*Uniformed members of the service who require help or guidance with any aspect of this program or in the event that unusual circumstances exist, may obtain assistance by contacting:*

- a. *Envision RxOptions 24 hour Help Desk at 1-866-909-5167.*
- b. *The Medical Division’s Line-of-Duty Prescription Drug Unit, Monday through Friday, from 0700 to 1800 hours, at (718) 760-3029 / 3059.*
- c. *The Medical Division’s Sick Desk Supervisor (24 hours a day) at (718) 760-7606.*

*Copies of blank “Line-of-Duty Prescription Program” cards will be available from the following sources:*

- a. *The Medical Division.*
- b. *On the NYPD intranet website by accessing the “Finest Health” link.*
- c. *On the NYPD internet website at [www.nyc.gov/nypd](http://www.nyc.gov/nypd) by accessing the “Finest Health” link. After accessing the “Finest Health” link, a sign-in box will appear. Then enter the username “finesthealth” and the password “stayhealthy.” This will bring you into the intranet website, at which time you will then follow the prompts.*
- d. *Via fax by contacting Envision RxOptions 24 hour Help Desk at 1-866-909-5167.*
- e. *A copy of the card is contained in Appendix “A” of this Order. It may be cut out or photocopied and used by uniformed members to obtain prescription medication to treat a Line-of-Duty Injury.*

*Uniformed members of the service may want to carry or have readily available, a copy of a “Line-of-Duty Prescription Program” card in the event that they require prescription medication for a Line-of-Duty Injury.*

**FORMS AND  
REPORTS**




**IDENTIFICATION CARD (PD416-091)  
LINE-OF-DUTY INJURY REPORT (PD429-154)**

4. Commanding officers will ensure that the contents of this Order are brought to the attention of members of their commands.

**BY DIRECTION OF THE POLICE COMMISSIONER**

**DISTRIBUTION  
All Commands**

APPENDIX "A"

	<b>NEW YORK CITY POLICE DEPARTMENT</b> <b>MEDICAL DIVISION</b>	
	<i>Line Of Duty Prescription Program</i>	
*PHARMACIST – PLEASE VERIFY THAT OFFICER’S PD ID CARD:		
1. Has a red background (not blue)     3. Does not say "RETIRED" 2. Picture matches the officer             4. Is not expired		
<b>Cardholder #:</b> _____		
<div style="display: flex; justify-content: center; gap: 50px;"> <div style="text-align: center;">  <p>Tax ID #</p> </div> <div style="text-align: center;">  <p>Line of Duty Injury #</p> </div> </div>		
<b>Grp #: LODI Active</b>		
<b>Rx Bin: 009893</b>		<b>Rx PCN: AEO2</b>
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<b>The Medical Division Line of Duty Prescription Program</b> <b>Administered by EnvisionRxOptions</b> <b>Help Desk (24 Hours): 1-866-909-5167</b>		
<b>Medical Division Line of Duty Prescription Drug Unit</b> <b>Monday-Friday (0700-1800)</b> <b>718-760-3029/3059</b>		
<b>Medical Division Sick Desk Supervisor (24 Hours)</b> <b>718-760-7606</b>		

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