



FAQs

myMatrixx and new program pharmacy benefits

1. WHY AM I RECEIVING A NEW CARD?

The Division of Energy Employees Occupational Illness Compensation (DEEOIC) recently entered into an agreement with myMatrixx to provide you with pharmacy services for prescriptions associated with your DEEOIC claim. This card contains updated information for your pharmacy to use myMatrixx for pharmacy bill processing.

2. ARE MY PHARMACY BENEFITS CHANGING?

Yes! In addition to the benefits you currently receive, you will gain the following additional benefits through this partnership with myMatrixx:

- Easy access to prescriptions at local retail pharmacies
- Home delivery option available for up to a 90-day supply
- 24/7 dedicated call center to handle any pharmacy or medication questions (1-866-686-9592)

3. WHAT PHARMACIES WILL ACCEPT THE NEW CARD? CAN I CONTINUE TO USE THE PHARMACY THAT I CURRENTLY USE?

You can use your card for pharmacy benefits at any pharmacy throughout the country to fill prescriptions for medications used to treat DEEOIC approved conditions.

4. CAN YOU HELP ME FIND A PHARMACY?

If you need assistance finding a pharmacy in your area you may call myMatrixx at 1-866-686-9592.

5. WHEN DO I USE MY NEW CARD?

You can use your new card immediately for DEEOIC approved medical and pharmacy benefits just as you used your old card.

6. WHAT DOES DURABLE MEDICAL EQUIPMENT MEAN? DO I HAVE TO USE MYMATRIXX TO OBTAIN IT?

Durable Medical Equipment (DME) is any medical equipment medically necessary for your approved DEEOIC conditions. For DEEOIC approved DME, you may choose to have equipment or supply needs filled by an enrolled provider of your choice. Use the medical benefits information on your medical benefits card for such transactions. Alternatively, myMatrixx can facilitate the fulfillment of DME needs including oxygen, wheelchairs, bed care products and other medically necessary equipment or supplies. If you want myMatrixx to handle your DME needs, call 1-877-275-1053 and use the pharmacy information on your benefits card.

7. CAN THE DOCTOR CALL IN MY PRESCRIPTION OR DO I NEED TO BRING THE PRESCRIPTION TO THE PHARMACY?

Yes, your doctor can call prescriptions into your pharmacy to have them filled. Prior to filling the prescription, your pharmacy will need the pharmacy billing information from your new medical benefits identification card.

8. CAN I USE THE NEW CARD FOR PRESCRIPTIONS WHILE I'M TRAVELING (EITHER INSIDE THE US OR INTERNATIONALLY)?

It is always best practice to obtain your prescriptions with the necessary supply prior to traveling. If you need new or additional medication while traveling domestically, your new medical benefits identification card can be used at any pharmacy throughout the country. If you need assistance locating a pharmacy near your travel destination, or if you need new or additional medications while traveling internationally, please call 1-866-686-9592.

9. HOW DO I NAVIGATE BETWEEN DIFFERENT PROVIDERS, IF DOL IS COVERING SOME OF MY MEDICATIONS AND ANOTHER INSURANCE IS COVERING OTHERS?

DEEOIC is the primary payor for medical and pharmacy expenses related to your DEEOIC approved conditions. DEEOIC has contracted with CNSI to process medical bills and with myMatrixx to process pharmacy bills. DEEOIC benefits do not have a co-pay or deductible so you should use your DEEOIC medical benefits identification card for any medications prescribed to treat any DEEOIC approved condition. Any prescriptions for conditions not covered by DEEOIC should continue to be billed to Medicare or your other insurance coverage.

10. WILL THE COVERED MEDICATIONS BE LISTED ON THE NEW CARD, AND IF NOT, HOW DO I KNOW WHAT MEDICATIONS THE NEW CARD COVERS?

Covered medications are not listed on the new card. With a few exceptions, most drugs prescribed by your doctor for the treatment of your DEEOIC approved conditions will be covered. Your pharmacist will also be able to learn at once if a drug is covered once they begin processing the prescription using the myMatrixx pharmacy billing information. You may also login to the OWCP Medical Bill Processing portal at <https://owcpmed.dol.gov> to review a list of your accepted conditions. Use other insurance or Medicare for medications that are not for DEEOIC-approved conditions.

11. WHAT ARE THE ADDRESSES FOR ME TO SEND REQUEST FOR REIMBURSEMENT FOR MEDICAL EXPENSES OR PRESCRIPTIONS I PAID FOR OUT-OF-POCKET?

The mailing address for medical and pharmacy bills, including supporting documentation, and to submit a Form OWCP-915 Claim for Medical Reimbursement is:

**U.S. Department of Labor OWCP/DEEOIC
P.O. Box 8304
London, KY 40742-8304**

The mailing address to submit general correspondence or information related to your claim is:

**U.S. Department of Labor OWCP/DEEOIC
P.O. Box 8306
London, KY 40742-8306**

12. WHAT IF I HAVE OTHER QUESTIONS ABOUT THE NEW PHARMACY BENEFITS?

The OWCP Medical Bill Processing portal at <https://owcpmed.dol.gov> has detailed information about your accepted condition and medical benefits and <https://owcprx.dol.gov> has information about your pharmacy benefits. You may also contact myMatrixx at 1-866-686-9592.

13. WILL THESE FAQS BE PROVIDED TO THE PHARMACIES AS WELL?

Yes. DEEOIC will put this information on its website and will send it to pharmacies and medical providers who have provided us with their email addresses and have chosen to receive communications from DEEOIC.