Dear Employee: This document shall act as your guide and as your Identification Card for your Workers’ Compensation Injury. It is important to present this document upon arrival to your medical provider treating you for your work-related injury. If you have any questions regarding your Workers’ Compensation injury or seeking care from a medical provider, please contact your assigned analyst, Benchmark Administrators, at 800-362-5198.

**Benchmark Administrators Prior Authorization Program**

For Providers within Benchmark Administrators MPN, the following services do not require Prior Authorization nor a Request for Authorization:

**Physical Medicine**

***All physical medicine services must be performed by Orchid Diagnostics @ 866-888-6724; email: referrals@orchidmedical.com***

* Up to 12 Physical Therapy Sessions or
* Up to 12 Chiropractic or Acupuncture Sessions

**Diagnostic Testing**

***All diagnostic testing must be performed by Orchid @ 866-888-6724; email: referrals@orchidmedical.com***

* Initial x-rays
* Initial MRI of a body part

**Office Visits and Specialty Referrals**

* Routine Office Visit and Follow Ups
* Specialty Referral: For accepted body parts.

**Medications**

**All first fills can be dispensed by initial treating provider.**

* Over the counter medications including Ibuprofen and NSAIDs.
* 90-days prescription drugs per CA PBM formulary

**Durable Medical Equipment**

***DME supplies are provided through CompDME: 913-890-4363;***

***email: order@compdme.com***

***Note: All DME items costing less than $200 may be supplied by initial treating provider.***

* Basic DME: Sp**l**ints, crutches, braces, can, walker, standard wheelchair rental, off the shelf braces, walking boots, slings, hot and cold backs.

**24 Hour Nurse Triage/Reporting Claim**

833-985-1011

**Benchmark Administrators**

Employer: xxxxxxxxxxx

Grand Rapids, MI

Injured Name: xxxxxxxx

Date of Injury: x/xx/xxxx

Claim#:

**Initial Medical Treatment**

MED-1 Leonard – 616-459-6331

1140 Monroe Ave. NW, Suite 150

Grand Rapids, MI 49503

Open 24/7

Spectrum Health Medical Group Urgent Care – 616-391-6220

2332 Alpine Ave. NW

Grand Rapids, MI 49544

M-Sun: 8am-8pm

Mercy Health Workplace Health – 616-685-3150

150 Jefferson Avenue SE Suite 110

Grand Rapids, MI 49503

M-F: 8am-4:30pm

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**Scheduling Services**

If the injured worker requires any of the following services/treatments, contact the indicated network for authorized services or if authorization is per the Western Integrated Care managed care program.

**Diagnostic Imaging/Testing/Physical Medicine**:

Orchid: 866-888-6724;

email: [referrals@orchidmedical.com](mailto:referrals@orchidmedical.com)

**Medications**:

DefinitiRx: 844-700-5380;

email: DefinitiRxCustomerService@Definiti.net

**Transportation/Translation**:

CompDME: 913-890-4363;

email: order@compdme.com

**Pharmacy Benefit Management (PBM)**

**DefinitiRx**

The following pharmacy information has been provided to the injured worker for prescription needs associated with the claim referenced above. For participation and eligibility questions, please call DefinitiRx at 844-700-5380

Participating Pharmacies:

BIN: 610237

CVS Pharmacy PCN: AWPRX

Rite Aid

Walgreens

Walmart Pharmacy

The pharmacy benefit card should only be used for medications prescribed for your work-related injury and will be mailed to you within 3-5 days.

**Return to Work**

Benchmark Administrators has a Return-to-Work program, accommodating almost any type of restriction. The Primary Care Physician is required to address return to work with either Modified Duty or Regular Duty with detailed restrictions.