

PHARMACY *update*

NOVEMBER 2017

GREEN SHIELD CANADA (GSC) FACILITATES MEDICATION SYNCHRONIZATION

Medication synchronization programs are increasingly being implemented in pharmacies across Canada as a way to improve patient convenience and adherence to medication therapy. Evidence from the U.S. has shown that these programs have a dramatic impact on patient adherence to maintenance medications, with some showing up to a 30 per cent improvement. GSC is a strong supporter of medication synchronization programs and is doing our part to support pharmacists in providing this service.

Intervention code will permit ‘short fills’

To support plan member convenience and adherence, GSC introduced the maintenance medication policy in February 2016, which requires pharmacists to dispense a three-month supply for a number of maintenance drugs. We recognize that this particular policy can cause challenges in synchronizing patients to a defined regimen. Starting in November 2017, GSC is making it easier by introducing a new intervention code – “**DH = Rx synchronized pursuant to rule 19**” – that will override the maintenance-drug policy and permit “short fills,” i.e., less than a three-months’ supply. While rule 19 is relevant to other carriers, this rule is not applicable for GSC online claims; therefore, it can be disregarded.

There will not be any limitations on the number of days supply that will be allowed. We will allow the supply needed to get the patient’s different prescriptions lined up on one common refill date every three months. Note that other plan design parameters (including co-pays) may apply to these claims. For example, the DH intervention code will have no impact on early refill limitations – only prescriptions due for a refill can be short filled.

Please note that pharmacists are required to keep complete documentation of all synchronization activities performed and the associated usage of the code. As with all override codes, GSC reserves the right to audit pharmacies for appropriate utilization.

Improving medication adherence

While offering more convenience to plan members, medication synchronization presents an opportunity for pharmacists to help patients improve their adherence and health outcomes. Don’t forget, improvements will be reflected in the adherence measures reported on your pharmacy’s Patient-Impact Scorecard.

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