



# Pharmacy update

National edition

DECEMBER 2023

## GREENSHIELD CONTACT CENTRE 2023 HOLIDAY HOURS

Monday, December 25	CLOSED
Tuesday, December 26	CLOSED
Wednesday, December 27	8:30 a.m. to 8:30 p.m. EST
Thursday, December 28	8:30 a.m. to 8:30 p.m. EST
Friday, December 29	8:30 a.m. to 8:30 p.m. EST
Monday, January 1	CLOSED

Our regular business hours (8:30 a.m. to 8:30 p.m. ET, Monday to Friday) resume on Tuesday, January 2, 2024.

## NKS ASSIST 2023 HOLIDAY HOURS

Monday, December 25	CLOSED
Tuesday, December 26	CLOSED
Wednesday, December 27	8:00 a.m. to 8:00 p.m. EST
Thursday, December 28	8:00 a.m. to 8:00 p.m. EST
Friday, December 29	8:00 a.m. to 5:00 p.m. EST
Monday, January 1	CLOSED

Our regular business hours (8:00 a.m. to 8:00 p.m. ET, Monday to Thursday, 8:00 a.m. to 6:00 p.m. ET, Friday) will resume on Tuesday, January 2, 2024.

## EXCESS FEES ON INGREDIENT COST AND DISPENSING FEE

Just a reminder that in accordance with our Pharmacy Claims Submission Agreement, excess fees related to Ingredient Cost or Dispensing Fee are not to be passed on to plan members. For further information, please refer to these specific sections in the [Pharmacy Claims Manual](#) on providerConnect.