

DECEMBER 2014

DIABETIC TEST STRIPS POLICY AT GREEN SHIELD CANADA (GSC)

Recent updates to the Canadian Diabetic Association Guidelines (2013) and changes to some publicly funded provincial drug plans initiated a utilization review of self-monitoring blood glucose monitors to manage diabetes. As a result of this review, GSC's yearly glucose test strip allowances were evaluated and changed, effective August 1, 2013, to the following:

- Non-insulin dependent diabetics are allowed 600 strips per year (from the first paid claim)
- Insulin dependent diabetics are allowed 3000 strips per year (from the first paid claim)

Letters to warn plan members that they are approaching these maximums are mailed out at 2400 strips (insulin) and 300 strips (non-insulin).

REFUSAL TO FILL

Back in 2011, GSC became one of the first private organizations to introduce a Refusal to Fill program. The Refusal to Fill program allows pharmacies to be compensated when using their professional judgment to **not** fill a prescription. The following situations are eligible:

- Therapeutic duplication – the drug may not be necessary
- Sub-optimal response to a drug
- Known adverse drug reaction and/or allergy
- Dangerously high dose; potential overuse; abuse
- Confirmed forgery or falsified prescription

Required documentation that should be available for audit include:

- Dialogue between the prescriber and pharmacist
- Outcome
- Communication with the patient explaining the outcome of the dialogue between the prescriber and pharmacist

The following situations will not be accepted for reimbursement:

- Clarification of medication strengths and dosing

- Medication not in inventory (i.e., backordered)
- DUR responses (i.e., fill to soon)
- Changing the prescription to an eligible benefit

To submit a claim for “Refusal to Fill”

- Enter the DIN of the drug involved into the dispensary software system as currently done when filling a prescription
- Enter the value “1” in the Special Service Code field, the Quantity field, and the Days Supply field
- Enter \$22.00 into the Special Service Fee field
- Adjudicate the claim

GSC CUSTOMER SERVICE CENTRE 2014 HOLIDAY HOURS

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|------------------------|----------------------------|
| Wednesday, December 24 | CLOSED |
| Thursday, December 25 | CLOSED |
| Friday, December 26 | CLOSED |
| Monday, December 29 | 8:30 a.m. to 8:30 p.m. EST |
| Tuesday, December 30 | 8:30 a.m. to 8:30 p.m. EST |
| Wednesday, December 31 | 8:30 a.m. to 7 p.m. EST |
| Thursday, January 1 | CLOSED |

Our regular business hours (8:30 a.m. to 8:30 p.m. ET) resume Friday, January 2, 2015. Best wishes for a healthy and happy 2015.