

PHARMACY *update*

DECEMBER 2015

PHARMACY MANUAL UPDATE

Green Shield Canada (GSC)'s Pharmacy Manual has been updated recently and is now available online – you can download the latest version (September 2015) on providerConnect™. All pharmacy staff should read the manual over to familiarize yourselves with our current pharmacy policies at GSC.

Learn more at: <https://www.providerconnect.ca/AdminContent/Forms.aspx?type=pharmacy>. Just select “Pharmacy Claims Manual” near the bottom of the page.

LANCETS

As of December 1, 2015, our pseudo DIN 19800 for diabetic lancets was inactivated. Claims submitted to GSC with this code will no longer be processed.

Claim submissions for lancet products should include the corresponding PIN for the specific brand. These PINs can be found at www.providerconnect.ca. Follow these steps to access the file:

1. Under the menu bar option “What You Need” select “Pharmacy Provider.”
2. Within the GSC tab select “Frequently Used PINs for Billing Purposes” under “Pharmacy Manuals.”

This document will be updated regularly so continue to refer to it when needed.

COORDINATION OF BENEFITS

Recently we have noticed incorrect submissions of coordinated claims, which have affected plan members. To minimize these effects here is a refresher on the proper intervention codes to use when coordinating benefits:

- Provincial plan to GSC – use intervention code “DA”

- GSC to GSC **OR** alternate carrier to GSC **OR** GSC to alternate carrier – use intervention code “DB”
- Provincial plan to GSC to GSC – use intervention code “DA” for provincial plan to GSC then “DADB” for GSC to GSC
- Provincial plan to alternate carrier to GSC - use intervention code “DA” for provincial plan to alternate carrier then “DADB” for alternate carrier to GSC

Remember, manufacturer programs (e.g., Innovicare, etc.) are to be used **LAST** in the chain of billing payers.

PHARMACY UPDATE SEPTEMBER AND OCTOBER 2015

Updates were emailed out to pharmacies in September and October 2015 which included important information on new GSC pharmacy programs and reimbursement practices. If you have not had a chance to read them, please visit the providerConnect™ Pharmacy Providers menu at: <https://www.providerconnect.ca/AdminContent/Forms.aspx?type=pharmacy>.

Then select:

- September 2015 – Pharmacy Update
- October 2015 – Pharmacy Update

GSC CUSTOMER SERVICE CENTRE 2015 HOLIDAY HOURS

Thursday, December 24	CLOSED
Friday, December 25	CLOSED
Monday, December 28	8:30 a.m. to 8:30 p.m. EST
Tuesday, December 29	8:30 a.m. to 8:30 p.m. EST
Wednesday, December 30	8:30 a.m. to 8:30 p.m. EST
Thursday, December 31	CLOSED
Friday, January 1	CLOSED

Our regular business hours (8:30 a.m. to 8:30 p.m. EST) resume Monday, January 4, 2016. Best wishes for a healthy and happy 2016.