

# PHARMACY *update*

DECEMBER 2014

## **NEW! BILLING COMPOUNDS NOT COVERED BY ODB – STARTING JANUARY 2, 2015**

Certain compounds not covered by ODB are covered by Green Shield Canada (GSC). Before submitting a compound claim online, ensure that the ODB-ineligible compound is covered by GSC by verifying eligibility under the GSC Compound Drug Policy.

When submitting a compound claim without submitting to ODB first, an error code “KK” (Not eligible for COB) will return. A message “Compound may be covered by gov’t plan” may also appear. When you see this, and you confirm that the compound you are submitting is not covered by ODB but is covered by GSC, use the “MS” intervention code to allow the claim to go through.

All compounds submitted online are subject to audit so remember to keep your compounding log sheets!

## **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

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.