

What you need to know...

News Pharmacy Providers can use

INSIDE

- New website for Pharmacy Providers
- Payment for Special Authorization Forms
- Payment for 'Refusal to Fill'
- Holiday Hours

EXTREME MAKEOVER— THE GSC EDITION

That's right! GSC is launching a new look on December 1st. Why? Because we like being different – it's the essence of who we are, as Canada's only national not-for-profit health and dental specialist. We want you to know the real GSC – so we're updating our look to more accurately represent what we're all about.

Our website is getting a makeover too...

We're also making some changes to our corporate website and Provider Online Services. Effective December 1st, all information for pharmacy providers – including pharmacy publications, claim forms, claim payment schedules and access to secure Provider Online Services – will be moved from greenshield.ca to a brand new web portal called providerConnect™.

About providerConnect™

providerConnect™ is a new web portal for pharmacy, extended health and dental providers across Canada. It is a technology solution that will help you better manage your pharmacy practice – and your relationships with participating health and dental carriers (currently Green Shield Canada). Starting December 1st, you can visit providerConnect™ for access to the following:

- GSC Smoking Cessation Program – Online Forms and PINs
- Database of GSC Special (Prior) Authorization Forms and Criteria Sheets

Please be sure to visit providerconnect.ca on December 1st to take a look.

INTRODUCTION OF EXCITING NEW SERVICES BY GREEN SHIELD CANADA

Providing special authorization forms to plan members

To enhance the plan member experience, on December 1, 2011, Green Shield Canada (GSC) will give pharmacists/pharmacies access to print special (prior) authorization forms and applicable criteria sheets for plan members. These forms have only previously been available through the GSC Customer Service Centre but will now be available for printing via the new providerConnect™ portal (providerconnect.ca).

The process is simple.

If a drug claim is electronically transmitted to GSC and the adjudication response to the pharmacy is “drug must be authorized” (response code DX), the pharmacy can visit the providerConnect™ portal to see if the appropriate form is available. The portal has an alphabetical drop down list that cross references brand and generic names of the drugs. If the form is available and the pharmacy prints a copy for the plan member, the pharmacy may then “bill” GSC for the process. To bill GSC, pharmacies can use the **PIN: 991252** and submit the claim to GSC for adjudication. Please ensure that your software vendor can accommodate the use of this PIN. To start the program, approximately twenty of the commonly requested forms are accessible. All the forms will be available early in 2012.

Eligibility and fees

The claim for this administrative fee will only be eligible if the pharmacy has received the above response message and response code (i.e. if there was no denied claim, the claim for printing the form will be ineligible). GSC will pay a maximum of \$10.00 to the pharmacy for printing these forms. To ensure proper payment, the pharmacy must process a claim using the assigned GSC PINS and must bill a minimum of \$10.00 in the dispensing fee field. Also ensure that both the quantity field and the days supply field are populated with a value of “1”.

Coming very soon... ‘Refusal to fill’ compensation

Green Shield Canada (GSC) is launching a new service fee for pharmacy providers that, by December 15, 2011, will provide compensation for the “refusal to fill” of a prescription.

What is eligible?

The following situations will/can result in a \$22.00 payment for not filling a prescription:

- Therapeutic duplication, 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

Necessary requirements that should be documented and available for audit include:

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

The following situations will not be accepted for reimbursement:

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

How to bill 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
- The value “1” needs to be entered in Special Service Code field, the Quantity field, and the Days Supply field
- \$22.00 needs to be entered into Special Service Fee
- Adjudicate the claim

A few more instructions...

- Compensation will only be provided for GSC adjudicated claims. There will be no co-ordination with similar provincial plans.
- This program is only available through Online Adjudication or a Deferred Drug Plan, where pharmacy providers receive the payment of the claim. Manual claims will not be paid.
- Please keep supporting documentation handy and in a retrievable manner as claims can be audited by the GSC Benefit Utilization Department and payment reversed.

Stay tuned...

GREEN SHIELD CANADA CUSTOMER SERVICE CENTRE HOLIDAY HOURS OF OPERATION

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|--|------------------------|
| Friday December 23 | Regular Business Hours |
| Saturday December 24 | CLOSED |
| Sunday December 25 | CLOSED |
| Monday December 26 | CLOSED |
| Tuesday December 27 | CLOSED |
| Wednesday December 28 | 8:30 AM To 8:30 PM |
| Thursday December 29 | 8:30 AM To 8:30 PM |
| Friday December 30 | 8:30 AM To 8:30 PM |
| Saturday December 31 | CLOSED |
| Sunday January 1 | CLOSED |
| Monday January 2 | CLOSED |
| REGULAR BUSINESS HOURS RESUME TUESDAY JANUARY 3, 2012 | |

Rather go online?

Our Pharmacy Claims Manual and other information pertaining to pharmacy can be found on our website at providerconnect.ca.