

PHARMACY *update*

Quebec Edition

FEBRUARY 2020

UPDATE: ONLINE CLAIMS PARTICIPANT MATCHING

GSC has recently made a change to our claims system to more effectively validate online drug claim submissions. This update has caused some claims to be rejected due to a mismatch between what's submitted through the pharmacy network as the claimant's first name, last name, and date of birth and the corresponding information stored in our claims system. These mismatch errors will be returned with the CPHA response code 32 which indicates **Plan Sponsor ID # Error**. To resolve this issue so that the claim can be adjudicated when submitted to GSC, you must ensure both systems have the same information. Check with the claimant that you have input the correct first name, last name, and date of birth. If that doesn't fix the submission error, contact GSC at 1.888.711.1119 for additional assistance.

UPDATED GSC PHARMACY MANUAL NOW AVAILABLE

GSC's Pharmacy Claims Manual has recently been updated and is effective March 2020. Please take a moment to read through it as changes have been made since the last version. You can access the manual through the providerConnect portal at providerconnect.ca. Select **What You Need**, then click on **Pharmacy Provider** from the drop-down menu. A link for the Pharmacy Claims Manual can be found near the bottom of the page.

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