

# What you need to know...

## News Green Shield Canada Pharmacy Providers can use

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#### **COB with Patient Assistance Programs**

Certain brand name manufacturers offer 'Patient Assistance Programs' to help your patients manage high medication costs. If your patient has prescription drug coverage through a private or employer-sponsored plan, the carrier (i.e. Green Shield Canada) must be considered the PRIMARY PLAN. The Patient Assistance Program must be considered the SECONDARY PLAN in conjunction with Co-ordination of Benefits (COB) guidelines. Information on how to process these claims can be found on the reverse side of the patient's Assistance Program card.

#### **'MI' Code no longer valid**

Effective May 1, 2010, the 'MI' Cost to Operator intervention code is no longer a valid code on claims submitted to Green Shield Canada. Prior to May 1<sup>st</sup>, the MI code allowed you to bill a claim when the acquisition cost exceeded reimbursement. Although our experience shows that these situations are extremely rare, if they do occur in the future, manual adjustments can be done once Green Shield Canada has assessed if the adjustment is warranted.

#### **No coverage for Voltaren Emulgel or products containing Simethicone**

Just a head's up – Voltaren Emulgel (DIN2290375) and any product containing Simethicone are no longer covered benefits on the majority of Green Shield Canada plans based on NAPRA scheduling.

#### **Just a friendly reminder...**

It is very important to enter the correct prescriber ID when filling narcotic and controlled prescriptions. Upcoming changes to Green Shield Canada technology will require that a valid prescriber ID is submitted for the claim to be accepted.

## The results from our Compound Contest are in!

Congratulations to Walmart #3038 in Hinton, Alberta where the pharmacy staff answered all questions correctly. The compounds that would be a benefit based on the guidelines of the GSC Compound Policy are:

- Clotrimaderm powder in Emocort 2.5% Cream
- Benadryl Liquid + Nystatin Susp. + Xylocaine Viscous + Tetracycline Powder
- Clindamycin Powder in Dermabase
- Nystatin Cream + Betaderm 0.1% Ointment + Canesten Vag 10% Cream + Bactroban Ointment
- Salicylic Acid Powder + LCD in Cyclocort 0.1% Lotion

## Tips for billing drug claims to Green Shield Canada

Here are a few reminder points when billing drug claims to Green Shield Canada:

- Green Shield Canada ID Numbers – Each plan member has a unique Green Shield Canada ID number. The cardholder has a dependent code of -00, their spouse has a dependent code of -01 (or -21, -31, etc.) and their children have dependent codes of -02, -03 (in subsequent birth order). For claims to be paid and processed correctly, you must indicate the correct name, ID number and dependent code of the corresponding family member on all claims submitted to Green Shield Canada (found on their ID card shown here).
- Compound Policy – Please refer to the Green Shield Canada Pharmacy Claims Manual for specific details on the compound policy and eligibility. Compound claims that may have been paid by a previous carrier may not be eligible as per our compound policy.
- Individual Consideration (IC) Drugs – There are medications that are not an automatic benefit but require documentation from the prescribing physician sent to Green Shield Canada for evaluation and approval. In some situations, plan members who are new to Green Shield Canada and who have had IC drugs paid for by a previous carrier may not require documentation sent to Green Shield Canada. The IC drugs may be grandfathered for these affected individuals.
- Initial Days Supply – All new prescriptions for Green Shield benefits will be limited to an initial 30 days' supply. A change in dose or brand is NOT considered a new prescription.
- Drug Utilization Review (DUR) – Fill too soon messages require override codes for the claim to be processed. Pharmacists must use their professional judgment in deciding when to use these override codes. Examples of eligible codes include for vacation supply and dosage change.



## Need help?

If you have any questions or would like further information on the claim submission process, please contact our Customer Service Centre at 1-888-711-1119. Hours of operation are as follows:

Hours of Operation	Time Zone
5:30 am to 5:30 pm	Pacific Time
6:30 am to 6:30 pm	Mountain Time
7:30 am to 7:30 pm	Central Time
8:30 am to 8:30 pm	Eastern Time
9:30 am to 9:30 pm	Atlantic Time
10:00 am to 10:00 pm	Newfoundland Time

### Rather go online than talk to one of our agents?

Our Pharmacy Claims Manual and other information pertaining to pharmacy can be found on our website at [greenshield.ca](http://greenshield.ca).