

PHARMACY *update*

DECEMBER 2016

PHARMACY MANUAL UPDATE

Green Shield Canada (GSC)'s Pharmacy Manual was recently updated and is now available online – you can download the latest version (October 2016) on providerConnect™. All pharmacy staff should read the manual to become familiar with current pharmacy policies at GSC.

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

WEBINAR REMINDER: MAINTENANCE MEDICATION FILL LIMIT POLICY

Effective February 1, 2016, GSC requires dispensing of a three-month supply for a defined list of maintenance drugs. (This does not apply to plan members residing in Quebec). More details on this policy can be found in the February 2016 Pharmacy Update.

To educate pharmacists on how to effectively implement this policy and the appropriate use of override codes, GSC developed a pre-recorded informational webinar as well as a handy one-page implementation tool. The webinar walks pharmacists through practical examples of how the policy should be implemented under various scenarios. Both the tool and webinar (or slides only) can be found on our providerConnect™ website under [Pharmacy Manuals](#).

PHARMACIST HEALTH COACHING CARDIOVASCULAR PROGRAM

Since its launch in February 2015, GSC's Pharmacist Health Coaching cardiovascular program has gained a tremendous amount of positive feedback. Well over 2,000 pharmacists across Canada have been certified to deliver this essential program. Through this reimbursed service, pharmacists coach GSC plan members diagnosed with hypertension and elevated cholesterol to help them take ownership and responsibility for their overall cardiovascular health by focusing on nutrition, exercise, smoking cessation, drug adherence, and personal health monitoring. Pharmacists must complete the orientation/training program in order to deliver this service.

For more information on the service and how you can get started, please visit our providerConnect™ website (under pharmacy provider section).

To assist pharmacists with the implementation of this program and to get maximum plan member participation, GSC is offering you the opportunity to obtain a list of eligible patients in your pharmacy by

sending an email request to our dedicated mailbox: PharmacistHealthCoaching@greenshield.ca. GSC will send back a report of eligible patients via secure fax. Be sure to include the pharmacy's secure fax number on your request.

GSC'S SUBSEQUENT-ENTRY BIOLOGIC (SEB) POLICY

In April 2016, GSC implemented its Subsequent-Entry Biologics (SEBs) policy under which any new SEB reviewed and listed will become the preferred product under our formularies, and the originator product will be covered only in exceptional circumstances. This SEB policy only applies to new starts (naïve patients). Existing patients taking the originator biologic will be grandfathered; GSC does not require them to switch treatments to receive reimbursement.

Our SEB approach aligns with a number of provincial drug plans which have also listed SEBs as the first-line treatment for patients covered under a provincial drug plan. With SEBs costing much less than the originator product, our approach ensures that plan members starting on a new therapy, who can safely and appropriately use an SEB, will be required to do so to receive reimbursement. Currently, GSC reimburses the following four SEBs: Basaglar™, Grastofil®, Inflectra®, and Brenzys®.

When providing GSC plan members with a *Special Authorization Request Form*, it is important that you visit providerConnect™ and download the latest form each time as they are regularly updated. This will help to avoid confusion and delays related to drug reimbursement.

GSC CUSTOMER SERVICE CENTRE 2016 HOLIDAY HOURS

Monday, December 26	CLOSED
Tuesday, December 27	CLOSED
Wednesday, December 28	8:30 a.m. to 8:30 p.m. EST
Thursday, December 29	8:30 a.m. to 8:30 p.m. EST
Friday, December 30	8:30 a.m. to 8:30 p.m. EST
Monday, January 2	CLOSED

Our regular business hours (8:30 a.m. to 8:30 p.m. EST) resume Tuesday, January 3, 2017.

Best wishes for a healthy and happy 2017.