



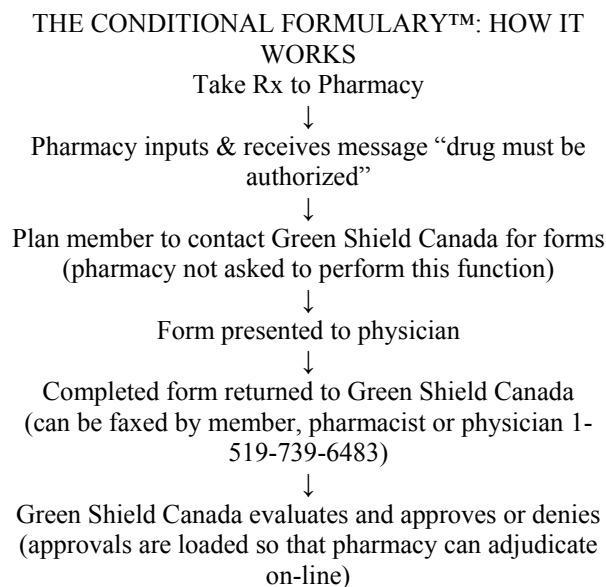
### Green Shield Canada Conditional Drug Formulary™

The Green Shield Canada Conditional Formulary™ has been in existence since October 1996. In simple terms, it incorporates the concept of “prior authorization” for a selected number of drugs. Not all Green Shield Canada plans include the Conditional Formulary™. As a drug enters the market place, it is evaluated and designated as a **BENEFIT**, **NON-BENEFIT**, or **EXCEPTION DRUG**. Exception drugs have specific medical criteria that patients must meet before the drug becomes a benefit.

When an attempt is made to adjudicate an **exception drug** online, a DUR message is sent to the pharmacy which reads “**drug must be authorized**”. At this point, the plan member (patient) should contact the Green Shield Canada Customer Service Centre (CSC) at 1-888-711-1119 (printed on their Green Shield card). The Green Shield Canada CSC Representative will gather the necessary information and mail the Special Authorization Form **and** the criteria sheet for that drug to the plan member. It is the patient’s responsibility to have the physician read the criteria sheet and document the appropriate information.

Most of the exception drugs have reason for use (RFU) codes (see enclosed) which allow for online adjudication. The use of an RFU code by a pharmacy indicates that the pharmacist has evaluated the Special Authorization Form at the store level and that the patient fits the eligible criteria outlined for a particular drug.

Green Shield Canada recognizes that in a competitive market place, some pharmacies may endeavour to assist patients in this special authorization process. It is important to note that the use of an RFU code to adjudicate a claim **could trigger the audit process**. If it is deemed upon audit that the patient did **not** meet criteria, the pharmacy will be debited any claims for that drug. It is recommended that any Special Authorization Forms which are completed and presented to a pharmacy should be faxed or mailed directly to the Green Shield Canada Special Authorization Department (519) 739-6483. Evaluation by the Special Authorization Department at Green Shield Canada is the prudent approach to avoid any possible future “clawbacks”.



### Green Shield Canada Customer Service Centre Holiday Hours

Please be advised that our Customer Service Centre will be **closed** December 24 to 28, 2003; as well as January 1, 2004.

Agents will be available 8:30am to 4:30pm EST on December 29, 30 and 31, 2003.

Regular hours will resume January 2, 2004.

## Topical Extemporaneous Compounds Policy

### Eligible Ingredients

Camphor  
Benzoin Tincture  
Hydrocortisone Powder  
Liquor Carbonis Detergens (LCD)  
Menthol  
Salicylic Acid  
Sulfur  
Tar Distillate  
Erythromycin Powder  
Clindamycin Powder  
Ketoconazole Powder  
Metronidazole Powder

### Eligible Bases

Aquaphor Ointment (02009609)  
Dermabase (00067350)  
Glaxal Base (00295604)  
Anhydrous Lanolin (01923129)  
Petrolatum Jelly (00094854 or 00635189)  
Schering Base (00985554)  
Eucerin Ointment (00900907)  
Taro Base (00960063)

One or more of any of the eligible ingredients may be added to:

1. any of the listed eligible bases; or
2. any topical drug product which is already a benefit of the individual's drug offering.

Compounding of two or more creams/ointments that are already benefits of the plan are eligible with or without additional eligible ingredients.

Compounds must contain an active ingredient in a therapeutic concentration that is an eligible benefit of the individual's offering.

Compounds for cosmetic purposes such as baldness dry skin or facial wrinkles are not eligible benefits.

Any compound (oral, topical, injectable, etc.) that duplicates the formulation of a manufactured pharmaceutical product is not eligible.

Unproven compounds are not eligible benefits. For example, drugs intended for oral use that are compounded into a topical mixture would be considered unproven.

Claims for compounds intended to be used orally, rectally, vaginally, injected, ophthalmic or otic preparations must contain a DIN of an eligible product to be covered. Compounds in which a pure chemical is used are ineligible. Any compounded item that is considered "experimental" in nature is ineligible.

Compounded prescriptions for "Triple P" therapy which use *Prostin VR* as an ingredient are not eligible benefits of Green Shield Canada as erectile dysfunction is not an approved indication of this product. Such claims must use alprostadil powder or *Caverject* to be considered for coverage as a benefit.

***Please note that any extemporaneous compound claim submitted electronically, though paid initially, will be reversed should the audit determine it ineligible, based on Green Shield Canada's Compound Policy.***