

## **Green Shield Canada's Privacy Policy**

Green Shield Canada's Privacy Policy has been made available on our website, [www.greenshield.ca](http://www.greenshield.ca). It can be accessed by clicking on Privacy at the bottom of any page.

## **Provider Online Services**

Green Shield Canada has implemented a new service that allows pharmacies to have easy and user-friendly access to the following:

- Viewing of payment information
- Access to detailed and/or summary payment statements
- Access to assigned individual claims payment details
- Claim payment schedules

Register now at [www.greenshield.ca](http://www.greenshield.ca) and see what Provider Online Services can do for you! Follow the "Service Providers" link on the left side of the page (under "Online Services") to view our online demo. Once registered, a password will be mailed to the address Green Shield Canada has on file for your location.

Our corporate website also now includes an area for pharmacy provider information. Download an updated Pharmacy Claims Manual, Green Shield Canada Conditional Drug Formulary™ criteria, previous *Update* newsletters, payment schedules and more! Visit [www.greenshield.ca](http://www.greenshield.ca) today!

## **When to charge price differences to the Cardholder**

It has come to our attention that some pharmacies are charging cardholders in excess of the adjudicated co-payment or deductible on some electronic drug claims. This practice is in violation of Green Shield Canada's *Provider of Service Agreement* and is not permitted. The following situations may affect the adjudicated co-payment on a prescription:

- The professional fee is reduced in cases where the plan sponsor has selected a maximum dispensing fee which is lower than Green Shield Canada's maximum allowed fee for your province. This amount will be added to the adjudicated co-payment.
- The patient or physician requests a brand name product where a lower priced interchangeable alternative is available. In cases where the plan does not permit such "No Sub" claims, a higher co-payment will be assessed reflecting the price difference for the brand name product.

Differences in ingredient cost markup or where professional fees are in excess of Green Shield Canada's maximum allowed fee for your province may not be billed to the cardholder. If you have any questions concerning the handling of a price discrepancy, please contact our Customer Service Centre at 1-888-711-1119.

### **Green Shield Canada Customer Service Centre Holiday Hours**

In addition to regular weekend closures, please be advised that our Customer Service Centre will be **closed** December 24, 27 and 31, 2004.

Agents will be available 8:30am to 4:30pm EST on December 28, 29 and 30, 2004. Regular business hours will resume January 3, 2005.

**Green Shield Canada 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.
2. Any topical drug product which is already a benefit of the individual's drug offering.

Compounding of 2 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 subscriber'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 audit determine it ineligible based on Green Shield Canada's Compound Policy.***



### Initial Days Supply Program

We are reminding pharmacies of the process for our *Initial Days Supply* program. When a patient presents a new prescription(s) for medication(s) that they have not had, or it has been a year since the last prescription, you are to fill an initial 30 days supply. If the medication agrees with the patient and they are to continue with the prescription, they are to receive the balance of that prescription. By law, pharmacists are not allowed to truncate prescriptions and continue to dispense in 30 day allotments unless requested by the patient or the physician.

### Ontario Providers:

Over the past few years, Green Shield Canada periodically communicated to Ontario pharmacies the need for limited use drugs to be adjudicated through ODB as primary payer for eligible recipients. Unfortunately, some claims were still being processed through the Green Shield Canada plan rather than having the patient obtain a Limited Use Form from their physician.

By implementing new technologies, pharmacies will now be reminded “online” that the drug may be a benefit of ODB. Drugs that will be monitored include **Alphagan™, Azopt™, Combigan™, Cosopt™, Lumigan™, Travatan™, Trusopt™, and Xalatan™** (and **generics**, where applicable).

As a result of this change, a new code should appear prompting you to submit the claim to ODB first (**HD** = patient may qualify for government plan). *Note that some software programs may not fully describe the HD response code. If this is the case, please contact your pharmacy software vendor.*

If the claim has gone through ODB first, most software programs will automatically populate with an intervention code “**DA = secondary claim- original to provincial plan**”. Resubmitting this claim with the “DA” intervention code will allow this claim to be paid by the Green Shield Canada plan, as long as there is an amount paid by the ODB program.

If a person is not eligible for ODB coverage of a given drug, claims can be processed using the intervention code “**MS = non-formulary benefit**”. In many cases, Limited Use drugs listed in the ODB formulary are also restricted or exception benefits of the Green Shield Canada Conditional Drug Formulary™. Criteria for the coverage of these drugs are identical in virtually all cases. Accordingly, such drugs will only be reimbursed where Green Shield Canada is the secondary payer when the Green Shield Conditional Drug Formulary™ is in place. This will help protect pharmacies from having these claims from being adjusted in the event of audit.

### Summary

#### Conditional Formulary Drug

- drug will not adjudicate unless ODB plan has paid a portion of the claim

#### Non-Conditional Formulary Drug

- use **DA** for claims that have been coordinated with ODB
- use **MS** for claims where patient does not fit ODB criteria for the limited use drug



Cut along dotted line

To improve the efficiency of distribution, Green Shield Canada would like to send our “Update” newsletters to you via e-mail. You can visit our website at [www.greenshield.ca](http://www.greenshield.ca) to send us an e-mail. Please go to the “Contact Us” section, click on “Send an e-mail to Green Shield Canada” and type in “E-mail address for Update newsletter” in the subject line.

Alternatively, you can fill in your contact information in the spaces provided below, tear/cut off, and mail (PO Box 1606, Windsor, ON, N9A 6W1) or fax (519.739.0046) back to us at your convenience.

NAME: \_\_\_\_\_ E-MAIL ADDRESS: \_\_\_\_\_

PHARMACY: \_\_\_\_\_