

December 2006

Are you submitting your compound claims correctly?

A Green Shield Canada drug audit has identified that a number of compound claims are being submitted incorrectly. A number of pharmacies are using a particular DIN as a general compound billing PIN for ALL of their Green Shield compound claims. This is INCORRECT, and can result in claim adjustments. Below are two examples of compound claims that were audited:

Example 1:

Claim submitted with the following: DIN 960063, Taro Base Cream-50 gm. Claim actually contained Emcinka Powder in Glaxal Base. NO TARO BASE.

The claim SHOULD have been billed with the Glaxal base DIN (00295604). This is an eligible compound. No adjustments to billing, but audit could have been avoided.

Example 2:

Claim submitted with DIN 960063 Taro Base Cream. Claim actually contained Clotrimaderm Cream with hydrocortisone powder. NO TARO BASE.

The DIN that should have been used is that for Clotrimaderm. Claim re-adjudicated with correct DIN. Audit could have been avoided.

How should you bill compound claims to Green Shield?

You should use the DIN of the actual base that is in the compound to bill for a compound. Green Shield does not have one set of PINs for all compounds. Green Shield plan members are informed that it is the pharmacy provider's liability if the compound policy is not followed, and payment to a pharmacy, following audit, is their choice. It is your responsibility to ensure eligibility of the ingredients in a compound BEFORE dispensing. If you are uncertain as to the eligibility of ingredients in a compound, please refer to Green Shield's Compound Policy on the reverse side of this Update or contact our Customer Service Centre at 1-888-711-1119.

WSIB claims in Ontario

WSIB (Workplace Safety and Insurance Board) covers all eligible benefits at 100%. If there is any unpaid balance on a particular claim, the patient should submit this manually to WSIB. Please do NOT coordinate claims with Green Shield Canada.

What is changing January 2007?

As of January 2007, we will not be publishing a copy of our Compound Policy in the quarterly Pharmacy Update. This information is currently available in the Health Service Providers section of our website – www.greenshield.ca under Pharmacy and Pharmacy Publications.

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 25 and 26, 2006 and January 1, 2007. Customer Service Centre Agents will be available 8:30am to 4:30pm EST on December 27, 28 and 29, 2006. Regular business hours will resume January 2, 2007.

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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.

Look for a copy of this December Update, our Pharmacy Claims Manual, past publications, and other useful information on our website at www.greenshield.ca.