

Fall 2008

What you need to know...

News you can use for Green Shield Canada Health Service Providers

Updated Special Authorization Forms...

- We have updated numerous special authorization forms. Many of the new forms are now specific to a particular drug or class of drugs.
- **Please disregard any old forms.** Providing plan members with outdated forms often leads to unnecessary denial of the special authorization request because not all of the necessary information is provided.
- If a special authorization form is required, please call Green Shield Canada Customer Service at 1-888-711-1119. A Special Authorization form (pre-populated with plan member information) will be sent *directly to the plan member* along with a current criteria sheet specific to the drug being requested.

Green Shield Canada pseudo DINs list now available...

- List of pseudo DINs specific to Green Shield Canada is available at greenshield.ca/English/HealthServiceProviders/Pharmacy/.
- It includes frequently used pseudo DINs for diabetic test strips, insulin needles and syringes, as well as for a variety of products where a single DIN is applied to a variety of strengths/packages (e.g. Fragmin[®], Pegasys RBV[®]).
- Please note, PINs issued by a provincial drug plan, as well as those issued by APSI's Online Product Identification Number Index System for Nova Scotia (OPINIONS) are also recognized.

Tips for following the Green Shield Canada Compound Policy...

As a reminder, the compound policy in the Pharmacy Claims Manual is available on Green Shield Canada's website: greenshield.ca/English/HealthServiceProviders/Pharmacy/.

Only a single DIN/PIN can be transmitted in a compound claim and not the entire ingredient list. Auditing of claims is therefore necessary to determine eligibility of each ingredient and is done at random. Compounds should be submitted using the DIN/PIN of the vehicle (base).

- Please ensure that the appropriate compound code is submitted (e.g. 0 = compounded topical cream, 1 = compounded topical ointment, etc.).
- Although most plan sponsors follow the Green Shield Canada Compound Policy, some plan sponsors allow eligibility for Bio-Identical Hormone Replacement Therapy and compounded topical NSAIDs, despite a general lack of clinical evidence to support their use. To confirm potential eligibility, please use the following pseudo DINs (PINS) to submit an electronic claim.
 - Bioidentical HRT 900001
 - Topical NSAIDs 900087

- Access the Green Shield Canada Pharmacy Claims Manual and review the Compound Policy online at greenshield.ca/English/HealthServiceProviders/Pharmacy/.

**Green Shield Canada's innovative pharmacist-delivered smoking cessation program:
Pharmacists still needed!**

This first-of-its kind smoking cessation program provides participating plan members with Nicotine Replacement Therapy combined with cognitive services in the form of pharmacist counseling. The pharmacist-delivered intervention involves seven contacts with the patient (i.e., initial in-person assessment and six follow-up counseling sessions in-person or telephone as determined by the pharmacist and patient). Plan Sponsors currently providing this benefit include:

- *Green Shield Canada* – employees and retirees can initiate their quit attempt at any time.
- *Chrysler Canada Inc.* – available to employees and retirees since January 1, 2008, and is ongoing, allowing one treatment per year per plan member with restrictions on the oral smoking cessation products (i.e. Zyban® and Champix®), patches, gum and inhalers (i.e., plan members can only qualify if they participate in the program that includes a pharmacist assessment).
- *General Motors Canada Limited* – employees and retirees must initiate their quit attempt by December 31, 2008 to be eligible.

Pharmacists interested in participating:

- Please contact Green Shield Canada Customer Service at 1-888-711-1119.

A note to participating pharmacists:

- To ensure payment for cognitive/counseling services and for statistical purposes, you must document and submit patient follow-up information to Green Shield Canada.

Quick Reminder – Ontario Compliance Packaging Regulation Changes

Specific to Ontario Pharmacies

Under the Ontario Drug Benefit Act (ODBA), Pharmacies can not charge, or accept payment from, a person other than the Executive Officer, other than the permitted co-payment or for those circumstances described in the Ontario Regulation 201/96 under the ODBA.

Pharmacies are therefore not permitted to "pass on" or "add" any amounts unpaid by the Ontario Drug Benefit Program (beyond any adjudicated copayment or deductible amount, if applicable) to the patient or private third party for subsequent adjudication.

Pharmacies are also reminded that "block fees" charged for compliance packaging services (in lieu of traditional dispensing fees) are also ineligible as no plan sponsors have authorized coverage of such charges.

We are here to help...

Simply call the Green Shield Canada Customer Service Centre at 1-888-711-1119 or review our Pharmacy Claims Manual online greenshield.ca/English/HealthServiceProviders/Pharmacy/.