

Fall 2009

What you need to know...

News Green Shield Canada Pharmacy Providers can use

New Customer Service Centre Expanded Hours

Good news...Green Shield Canada is growing. And with more of our clients centered in the western provinces, we have decided to expand our Customer Service Centre hours of operation effective October 5, 2009.

Current Hours of Operation:

Monday to Friday, 8:30 a.m. to 7:30 p.m. (Eastern Time)

New Hours of Operation:

Monday to Friday, 8:30 a.m. to 8:30 p.m. (Eastern Time)

Brand Name Product Eligibility for Chrysler and General Motors Employees

- **NORVASC™** – NORVASC™ is a brand name product included in the exclusivity agreement between Chrysler, General Motors and the manufacturer. Recently, the generic product has become available. However, for employees of Chrysler and General Motors, NORVASC™ will continue to be the only amlodipine product eligible on the formulary covered by Green Shield Canada.
- **ZITHROMAX™** – Effective September 1, 2009, ZITHROMAX™ is the only eligible azithromycin product included in the exclusivity agreement between Chrysler, General Motors and the manufacturer. The agreement includes all strengths of ZITHROMAX™ tablets, oral solutions and injections. Employees of Chrysler and General Motors will only be covered by Green Shield Canada for ZITHROMAX™.

Flu Season

Government agencies are predicting a pandemic outbreak of the H1N1 virus this fall/winter. A vaccination specific for H1N1 will be available by November 2009. The Canadian Government has committed to obtaining 50.4 million doses for immunizing the Canadian population.

...continued on reverse...

Although antivirals are currently available (TAMIFLU[®] and RELENZA[®]), the Canadian Public Health Agency recommends that vaccination is the most effective method for preventing illness and death from influenza. *If* a plan member has Green Shield Canada coverage for TAMIFLU[®], they will only be eligible for a maximum of 14 capsules every 30 days. This is an appropriate quantity to cover a patient for treatment or prophylactic post exposure recommended dosing.

Using the “MG” Code

The “MG” override code should not be used for lost, stolen, or damaged medication. Green Shield Canada does not reimburse medications that are filled too soon due to these reasons, despite the override of the claim with the “MG” code. Periodic audits have resulted in claw backs to the pharmacy.

The “MG” override is also not an option when “dosette” patients require PRN medications for the same drug. If, for example, a patient needs 7 tablets dispensed in a dosette and an additional 30 tablets for PRN purposes, the prescription should be billed for 37 tablets and 7 tablets removed and placed in a dosette. Two fees will not be paid to the pharmacy.

Co-ordination with Patient Assistance Programs

When a patient has an “assistance program” (e.g. ALESSE PATIENT ASSIST), please remember to enter the ClaimSecure plan information as the SECONDARY PLAN. Send the claim electronically to Green Shield Canada first, and then co-ordinate the claim with ClaimSecure for the difference.

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 at
www.greenshield.ca/English/HealthServiceProviders/Pharmacy