

May 2002

“Fill too Soon” Messages

In response to several concerns brought to Green Shield Canada, the DUR messaging system for oral contraceptives has been changed back to an informational message only. This change was effective May 3, 2002.

This means that if a cardholder attempts to have oral contraceptives refilled at 21 days, the claim will no longer be denied, but will be accepted with an informational message indicating that the refill might be too early.

This change applies only to oral contraceptives. Please refer to previous updates and notices for the applicable intervention codes. Our Customer Service Representatives can remind you of the applicable codes, but we are not able to analyze individual situations. The ultimate selection of an intervention code must be left to a pharmacist’s professional judgment.

Special Authorization Forms

If a Green Shield cardholder presents a prescription requiring special authorization, please be reminded that the cardholder should contact Green Shield directly to receive an authorization form and package containing the most current criteria. The Special Authorization Form **MUST** be completed by the physician and **MUST** indicate criteria as listed in the Conditional Drug Products List (enclosed). The Special Authorization Form can be obtained from Green Shield Canada by calling our Customer Service Centre at **1-888-711-1119**.

As outlined in the March 2002 *Update*, all pharmacies that submit claims to Green Shield electronically can approve some of these eligible Conditional Benefits online. Simply use the criteria code that corresponds with the reason for use listed on the Conditional Drug Products List. Appropriate documentation must be kept on file that the respective criteria has been met. Authorizations kept in this manner may be subject to future audit.

Alternatively, the completed Special Authorization Form can be faxed directly to Green Shield for manual approval at **1-519-255-7690**. These requests will be processed within 48 hours. Special Authorizations submitted in this manner are **not** subject to future audit.

Enclosed is the most recent list of Conditional Benefits along with their Reason For Use criteria. If you have any other questions or require assistance with any matters concerning Green Shield Canada, please contact the Customer Service Centre at **1-888-711-1119**.

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.

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.