

November 2002

Christmas Hours

With the holiday season fast approaching, Green Shield would like to advise pharmacies of the holiday hours of operation in our Customer Service Centre:

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| December 23: | Regular Hours (8:30am-7:30pm EST) |
| December 24, 25, 26: | Closed |
| December 27: | 8:30am to 4:30pm EST |
| December 28, 29: | Closed (weekend) |
| December 30, 31: | 8:30am to 4:30pm EST |
| January 1, 2003: | Closed |
| January 2: | Regular Hours (8:30am-7:30pm EST) |

2003 Payment Cut-off Schedule

A copy of the 2003 Green Shield Canada Drug Claim Cut-Off Schedule for payments and direct deposits has been included for your records.

Fill-too-Soon DUR messages

We continue to receive many inquiries concerning "fill too soon" DUR messages. Pharmacists are reminded to use their professional judgment in deciding when to override such messages. Applicable intervention codes are as follows:

MV = Vacation Supply

MN = Replacement Claim Due to Dose Change

MK = Good Faith Emergency Coverage Established

The latter intervention code may be used in those circumstances where an early refill would be acceptable, but the other codes are not applicable. Replacement claims due to loss, damage or theft are not benefits of Green Shield Canada. As always, the reason(s) for using any intervention code should be fully documented.

"Triple P" Compounds

A reminder that prescriptions for "Triple P" which use the product *Prostin VR* as an ingredient are not an eligible benefit of Green Shield Canada, as erectile dysfunction is not an indication of this product. Such claims must use alprostadil powder or *Caverject* to be covered as a benefit. A copy of Green Shield's Compound Policy is printed on the reverse of this newsletter.

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**. Please have a safe and happy holiday season.

Topical Extemporaneous Compounds Policy

Eligible Ingredients

Camphor
 Benzoin Tincture
 Hydrocortisone Powder
 Liquor Carbonis Detergents (LCD)
 Menthol
 Salicylic Acid
 Sulfur
 Tar Distallate
 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.