

October 2006

Will your patient's claim be denied due to input of wrong information?

Prior to submitting a claim to Green Shield for adjudication, please ensure you have the correct information on file by checking the patient's Green Shield ID card. We have enhanced our claim adjudication processes - you need to have the correct first name, last name, date of birth and gender for each Green Shield patient on file for whom you submit a prescription. Confirmation the information being submitted is correct will avoid unnecessary claim denials or claw backs.

Each Green Shield plan member has a specific dependent code assigned to them in addition to their ID number. Confusion may arise when there are family members who have the same first name initial and/or actual same name (as in the case of Jr. and Sr.). If you have verified the information to be correct, and the claim is still denied due to name incorrect or participant not being eligible, only *then* you should call the Green Shield Customer Service Centre at 1-888-711-1119.

Did you know that you can submit claims online for medical items through our website?

As an authorized provider, you can submit claims for medical items online through our website in real-time. Medical items include: aerochambers, alcohol swabs, blood glucose monitors, blood pressure monitors, braces, canes, diapers, lancets, compression stockings, and insulin infusion pump supplies. It is more efficient submitting claims for lancets via the web then it is via OLTP.

Once a claim is submitted, it will be adjudicated immediately by our Green Shield Advantage[®] system. You can assign payment directly to yourself or your bank account, or the plan member can pay you directly with payment assigned directly to the plan member. You and the plan member will know what is covered before leaving your pharmacy— but please note though that this is not an eligibility check. This service will significantly reduce claims processing and mailing times.

Join us online today by registering for Provider Online Services. Register to get your password and provider number established ahead of time by visiting www.greenshield.ca.

What is changing January 2007?

As of January 2007, we will not be publishing a copy of the Green Shield Canada Compound Policy in the quarterly Pharmacy Update. This information is currently available on our website at:

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

Keep an eye out for the December Update!

Just a reminder – the December Update will contain our Christmas hours for the Customer Service Centre.

...continued on reverse...

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.

A copy of this October Update, past publications, and other useful information can be found on our website at www.greenshield.ca.