

Winter 2009

What you need to know...

News you can use for Green Shield Canada Health Service Providers

Did you know?

Automotive industry copayment changes effective January 1, 2009

During the summer of 2008, Canadian automotive workers ratified a new collective bargaining agreement with General Motors of Canada Limited, Ford Motor Company of Canada, and Chrysler Canada. The new agreement includes the following changes to the prescription drug plan copayments:

- Until December 31, 2008: copay remains \$0.35
- As of January 1, 2009: new copay will be 10%
- Ontario Plan Members age 65 or older: annual ODB deductibles (\$100, if applicable) and copayments (\$2 or \$6.11) will continue to be eligible subject to the new 10% copayment
- Annual out-of-pocket maximum: \$250; when a patient's total combined out of pocket amount reaches this level, coverage will be 100%

Please keep in mind that the Green Shield Canada Provider Service Agreement does not allow balance billing. You can only bill the Plan Member the copayment, as adjudicated by Green Shield Canada.

What's new at Green Shield Canada?

New pharmacy claim forms make working with us easier than ever!

We have streamlined our manual claim forms and pharmacy adjustment request forms. Be sure to download them mid-December from:

<http://www.greenshield.ca/English/HealthServiceProviders/Forms>

Quick Reminders:

To confirm eligibility...

There is no clinical evidence supporting the use of Bio-Identical Hormone Replacement Therapy and compounded topical NSAIDs. They are not eligible under the Green Shield Canada compound policy, however, some Plan Sponsors have decided to support their use. To confirm potential eligibility, please use the following pseudoDINs (PINS) to submit an electronic claim:

- Bioidentical HRT 900001
- Topical NSAIDs 900087

Access Green Shield Canada Compound Policy any time online!
Simply visit

<http://www.greenshield.ca/English/HealthServiceProviders/Pharmacy>

| Green Shield Canada Customer Service Department 2008 Holiday Hours: | |
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| Wednesday, December 24 | Closed |
| Thursday, December 25 | Closed |
| Friday, December 26 | Closed |
| Monday, December 29 | 8:30am to 7:30pm EST |
| Tuesday, December 30 | 8:30am to 7:30pm EST |
| Wednesday, December 31 | 8:30am to 7:30pm EST |
| Thursday, January 1, 2009 | Closed |
| Regular business hours resume Friday, January 2, 2009 | |

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