Express In-Service Newsletter

EXPRESS SCRIPTS®

PHARMACY PROFESSIONALS 2015

EXPRESS SCRIPTS CANADA

Provider Call Centre

Provider Inquiries ONLY

1-800-563-3274

Please have your Provider Number readily available.

Monday to Friday:
6:30 a.m. to midnight Eastern Time
Saturday, Sunday and Statutory Holidays:
8 a.m. to midnight Eastern Time

Pharmacy Claims

Mail manual claims to:

Express Scripts Canada
Pharmacy Claims
5770 Hurontario Street, 10th Floor,
Mississauga, ON L5R 3G5

Pharmacy Provider Agreements

Fax Completed
Pharmacy Provider Agreement to:
Toll Free Fax No.: 1-855-622-0669

Other Correspondence

Mail to:

Express Scripts Canada
5770 Hurontario Street, 10th Floor,
Mississauga, ON L5R 3G5

Note:

Express Scripts Canada cannot change any eligibility information (including, without limitation, coverage, date of birth, etc.). Therefore, in such instances where the eligibility of a member/patient is in question, ***please refer the cardholder (beneficiary of the insurance) to the Benefits Administrator at their place of employment.***

Express Scripts Canada's Website

Express Scripts Canada is pleased to support pharmacy professionals across Canada.

Want to avoid a call? Why not visit our website first?

The following resources are available to you on the Express Scripts Canada Website (www.express-scripts.ca):

- Client List
- Frequently Asked Questions (FAQs)
- In-Service Pharmacy Newsletters
- Modification to Pharmacy Provider Information Form
- Pharmacy Provider Manual
- Prior Authorization Request Form

Our Clients

Please ensure that your files are current with the appropriate carrier ID and member/patient ID information.

Client (Carrier)	ID	Client (Carrier)	ID	Client (Carrier)	ID
Benecaid	47	Group Medical Services (GMS)	49	Manulife Financial	02
Coughlin & Associates Ltd.	39	GMS Insurance Inc. (GMS)	50	RWAM	40
Cowan Insurance Group	37	Groupe Premier Médical (GPM)	53	Sampling Technologies Limited (STI)	32
Desjardins Insurance	12	Humania Assurance Inc.	29	Symbility Health Inc	34
Empire Life	90	Industrial Alliance	11	Syndicat des fonctionnaires municipaux de Montréal (SFMM)	38
Emploi et Solidarité sociale Québec (MESS)	31	Manion Wilkins & Associates Ltd.	07	Teamsters National Benefit Plan	25
Excellence	73	Manulife Affinity Markets	43	L'Union Vie	23

Please note this Newsletter is not applicable to the Non-Insured Health Benefits (NIHB) Program.

Published by ♦ Express Scripts Canada ♦ 5770 Hurontario Street, 10th Floor, Mississauga, ON L5R 3G5
www.express-scripts.ca

NEW INFORMATION

Claims over $9,999.99

Drug claims dispensed for a total amount greater than $9,999.99 cannot be submitted electronically to Express Scripts Canada due to a CPhA standard limit in the dollar field. Claims over $9,999.99 cannot be split and must be manually submitted to Express Scripts Canada for claims adjudication by fax or mail to receive payment directly to the pharmacy provider. Pharmacy Providers are advised not to request early refills for claims greater than $9,999.99.

A return letter will be attached to any rejected claim over $9,999.99 and will outline the reason(s) for the rejection. The provider must send Express Scripts Canada the required information within 24 hours for the claim to be processed.

Mail or Fax to:
Fax: 905-712-6322
Mail: Express Scripts Canada
Attention: Health Consulting & Administration
5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5

Process for Submitting Methadone/Suboxone Claims

All methadone and Suboxone claims must be submitted to Express Scripts Canada without a compound code. The claim must include the number of day's supply and the number of milligrams of methadone (if requesting powder form as the quantity) or the number of millilitres (if using Methadose as the quantity).

In order to streamline the claim submission process for methadone and Suboxone claims, please note the guidelines:

- Express Scripts Canada does not reimburse an additional compounding fee above and beyond the provider's usual and customary (U&C) fee.
- Express Scripts Canada allows one (1) U&C fee for any witnessed dose and one (1) U&C fee for the group of carries
- For weekly billings of methadone, please process as the provincial legislation allows.

Note: Pharmacy software should be set up in accordance with Express Scripts Canada's terms for methadone and Suboxone claim payment to facilitate claim submission.

Empire Life

As of February 1, 2015, Empire Life has signed an agreement with Express Scripts Canada to provide pharmacy benefit management services to its group customers. Pharmacy providers are therefore advised to submit their claims to Express Scripts Canada first.

REMINDERS

Open Window Requests (Claim Resubmissions)

Pharmacy providers wishing to reverse and/or resubmit claims after 60 days of the original claim submission date must contact the Provider Call Centre for an "open window". Express Scripts Canada will open the electronic submission and reversal limits to allow the pharmacy provider to resubmit the POS claim.

Eligible reasons for an "open window" request:

- Claim paid to the wrong patient
- Claim processed for wrong price
- Claim processed with wrong quantity
- Multiple pharmacy claims reversal request
- Incorrect prescriber code (physician ID)
- Incorrect DIN
- Wrong number of day's suply

Billing Co-ordination of Benefits Guidelines Reminders

The **DB** Intervention Code *cannot* be used when:
• The first plan is rejecting because of an early refill.
• The first plan is terminated.
• The claim is a manual submission.
• The claim requires Prior/ Special Authorization.
• The claim is a deferred payment (Member/ Patient to pay Pharmacist).

The DB intervention code *cannot* be used when there are any types of errors on the first plan (i.e., date of birth, group no., no record of recipient, must enrol in a provincial plan, etc.).

If Express Scripts Canada is billed as primary payor and a C6 rejection message (member/ patient has other coverage) is received, please **do not** proceed with a **DB** intervention code. Have the member/ patient pay and submit manually in accordance with CPhA standards. ***Failure to do so will result in the reversal of the claim.***

All claims covered by a provincial workers' compensation plan must not be co-ordinated with a DB intervention code to Express Scripts Canada as these claims are explicitly excluded from coverage by all private plans. The member/patient is responsible for any remaining balance.

Note: Where the pharmacy software automatically transmits the COB codes, the pharmacist **must** ensure that adjudication to the primary plan was successful. If this is not the case, the pharmacist **must** reverse the claim, as per CPhA standards. **Failure to follow this process will result in a reversal of the claim by Express Scripts Canada.**

Canadian Life and Health Insurance Association (CLHIA): Coordination of Benefits Guideline

http://clhia.uberflip.com/i/199338-a-guide-to-the-coordination-of-benefits

Age	Order of Claim Submission				
65+	*Provincial Coverage*	*Cardholder Plan*	*Spouse Card*		*Brand Cards*
0-64		Cardholder Plan	Spouse Card		Brand Cards
0-64	WSIB	N/A	N/A	N/A	Brand Cards
Underage Dependent		The plan of the parent with the earlier birthdate in the calendar	2nd parent		Brand Cards
Overage Dependent	Student Plan	The plan of the parent with the earlier birthdate in the calendar	2nd parent		Brand Cards
Single Custody		The plan of the parent with custody pays first	The plan of the spouse of the parent with custody pays 2nd	The plan of the parent not having custody pays 3rd	Brand Cards
Joint Custody		The plan of the parent with the earlier birthdate in the calendar	2nd parent		Brand Cards
Retired with part/fulltime job (65+)	Provincial Coverage	Part/fulltime job benefits	Retired Plan	Spouse plan	Brand Cards
Two retiree plans (65+)	Provincial Coverage	The plan that has been in effect the longest pays first	2nd retired plan	Spouse plan	Brand Cards

Deferred Payment Card

When a deferred payment card is presented at the pharmacy and the CPhA message **QJ – DEFERRED PAYMENT – PATIENT TO PAY PHARMACIST** appears on the receipt, please note that co-ordination of benefits (COB) is not allowed.

MW or MY Rejections

When a drug therapy problem is identified by the DUR Program and the CPhA message - **Duplicate Drug (Early Refill) Same Pharmacy (MW) or Multi-Pharmacy (MY)** appears, Express Scripts Canada does not accept the following reasons to override the MW/MY rejection:

- Vacation Supplies
  Express Scripts Canada does not accept vacation supply as a reason to override the MW/MY rejection. The patient must pay for the prescription and manually submit the claim for adjudication. The patient can also request a prior authorization from their insurance carrier prior to submitting the claim.

- Lost Medication
  Express Scripts Canada does not accept lost medication as a reason to override the MW/MY rejection. The patient must pay for the prescription and manually submit the claim for adjudication. The patient can also request a prior authorization from their insurance carrier prior to submitting the claim.

Brand-Name Medicine Savings Cards

If a prescription does not meet the provincial regulation for no substitution, please submit the brand name medication to the first insurance plan without indicating the Product Selection Code - Physician mandated the brand drug and then submit the difference to the savings card.

Charging Multiple Fees for more than 30 Days Supply

While most pharmacies charge one fee for each incident of dispensing of a prescription regardless of the number of days supply (to the Express Scripts Canada's maximum of 100 days), in some jurisdictions (e.g., Saskatchewan), it is common practice to charge multiple fees for days supply above one month (e.g., more than 34 days). This practice is not encouraged by Express Scripts Canada.

Pharmacy Change of Ownership or New Registration

It is the responsibility of the pharmacy provider to notify Express Scripts Canada in writing of any changes to their required pharmacy provider information (within five (5) business days). Express Scripts Canada must be notified in writing, utilizing the Modification to Pharmacy Provider Information Form for the following requests: Change of usual and customary (U&C) professional fee, change of operating/legal name, pharmacy acquisition, pharmacy closure, new/change of payment information, change of address, change of email address, fax or phone number.

Note: For any of the changes above, it is very important to note the effective date on the Modification to Pharmacy Provider Information Form.

The Modification to Pharmacy Provider Information Form can be downloaded from the Express Scripts Canada website at www.express-scripts.ca.

Pharmacy Provider Manual

The Pharmacy Provider Manual is available on the Express Scripts Canada website (www.express-scripts.ca). Please review the document as it is available to assist professionals in understanding how the Express Scripts Canada adjudication system works and includes important information on claims processing and audit procedures.