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.

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

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

Quebec Bill 28 and Bill 41
Express Scripts Canada is closely monitoring the legislative changes to Bill 28 and 41 and will provide additional information once all concerns have been addressed.

The Price of Remicade and Inflectra in Quebec
As per the Régie de l’assurance maladie du Québec (RAMQ) announcement following the ministry of health’s decision, effective February 2, 2015, prescriptions for the drug Remicade will be substituted with Inflectra (lower cost subsequent entry biologic for Infliximab).

The price of Remicade has been cut back for the following indications: rheumatoid arthritis, ankylosing spondylitis, psoriatic arthritis and plaque psoriasis. This excludes all of the gastrointestinal (GI) indications for Remicade such as Crohn’s disease and Ulcerative Colitis, and Juvenile Idiopathic Arthritis (JIA).

The following table summarizes the level of reimbursement based on the prescribed drug and indication for use:

<table>
<thead>
<tr>
<th>Prescribed Drug</th>
<th>Indication</th>
<th>DIN/ PIN for claim submission</th>
<th>Amount Eligible for Reimbursement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remicade</td>
<td>Rheumatoid arthritis, ankylosing spondylitis, psoriatic arthritis and plaque psoriasis.</td>
<td>PIN 99101167</td>
<td>$650.00 (Reduced to Inflectra price)</td>
</tr>
<tr>
<td>Remicade</td>
<td>Crohn’s disease and ulcerative colitis and juvenile idiopathic</td>
<td>DIN 02244016</td>
<td>$940.00 (Full price of Remicade)</td>
</tr>
<tr>
<td>Inflectra</td>
<td>Rheumatoid arthritis, ankylosing spondylitis, psoriatic arthritis, and plaque psoriasis.</td>
<td>DIN 02419475</td>
<td>$650.00 (Full price of Inflectra)</td>
</tr>
</tbody>
</table>

Note: Prescribers may indicate do not substitute on the prescription for full payment of Remicade for non-GI and JIA indications.

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.

Mail or fax to:
Fax: 905-712-6322

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 following 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 carriers.
- 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 (carrier 90 with Express Scripts Canada) 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.

REMEMBERS
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 claims reversal request
- Incorrect prescriber code (physician ID)
- Incorrect DIN
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).

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

<table>
<thead>
<tr>
<th>Age</th>
<th>Order of Claim Submission</th>
<th>Joint Custody</th>
<th>2nd parent</th>
<th>Brand Cards</th>
</tr>
</thead>
<tbody>
<tr>
<td>65+</td>
<td>Provincial Coverage</td>
<td>Custody</td>
<td>1st parent</td>
<td>Retired</td>
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<td>0-64</td>
<td>Cardholder Plan</td>
<td>2nd parent</td>
<td>Cardholder</td>
<td>Spouse</td>
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<tr>
<td>0-64</td>
<td>WSIB</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Underage</td>
<td>Dependent</td>
<td>The plan of</td>
<td>2nd parent</td>
<td>Brand Cards</td>
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<tr>
<td></td>
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<td>Overage</td>
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<td>the parent</td>
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<td></td>
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<tr>
<td>Single</td>
<td>Custody</td>
<td>The plan of</td>
<td></td>
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<td></td>
<td></td>
<td>the parent</td>
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</table>

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, please do not use the following to override the MW/MY rejection:
- Vacation Supplies
  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
  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 1 - Physician mandated the brand drug and then submit the difference to the savings card.

Pharmacy Change of Ownership or New Registration

It is the responsibility of the pharmacy provider to promptly notify Express Scripts Canada of any changes to their required pharmacy provider information. 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](http://www.express-scripts.ca).