

# Express In-Service Newsletter

JULY 2019

PHARMACY

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## Claim verification audits

### Claim verification documentation

Express Scripts Canada (ESC) recognizes that pharmacy providers may explore paperless options, including the option to submit digital copies of the original supporting documentation, when responding to a documentation request.

Regardless of the option selected (i.e., digital or paper), complete, legible full-page view documentation is required within 14 calendar days from the date indicated on the documentation request. Failure to provide complete, legible full-page view documentation within this 14 calendar day period may result in a claim reversal or a claim adjustment.

### Claim verification appeals

Pharmacy providers have the right to appeal a claim verification audit by providing supporting documentation that was not previously submitted within 30 calendar days from the issue date of the remittance advice associated with the claim. Supporting documentation can be sent to the fax number



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indicated on the claim verification documentation request. The audit appeal process may also be initiated by calling the Provider Contact Centre.

## Methadone and Suboxone™ claim submissions

When submitting claims to Express Scripts Canada for methadone or Suboxone™ medication, please note the following:

- do not include a compound code;
- indicate the day supply and the number of milligrams (mg) if using powder form or the volume in milliliters (mL) if using liquid form (e.g., Methadose™);
- ESC does not reimburse an additional compounding fee above and beyond the pharmacy provider's usual and customary fee (i.e., professional fee);
- ESC allows one usual and customary fee for any witnessed dose and one usual and customary fee for the group of carries (take-home doses). For instance, if a patient is prescribed one witnessed dose and six carries, the pharmacy will be reimbursed for two fees: one for the single witnessed dose and one for the six carries.

## Pharmacy provider manual

An updated *Pharmacy Provider Manual* is available on the website portal for healthcare providers: [express-scripts.ca/health-care-downloads-and-resources](http://express-scripts.ca/health-care-downloads-and-resources). Version 3.1, published in April 2019, updated the list of Express Scripts Canada clients. Version 4.0, published in June 2019, is available on the website.

## Remittance advice

### New provider numbers – login credentials

Express Scripts Canada continues to provide secure access to remittance advice account online. Pharmacy providers can access remittance advice online via a secure website portal: [escstatement.ca](http://escstatement.ca). The online remittance advice serves as an environmentally-friendly replacement for paper statements.

For new accounts, login credentials are created following a pharmacy provider's successful enrolment with ESC. To enhance security, pharmacy providers with new provider numbers receive login credentials via the mail.

For privacy of access, the Provider Contact Centre has limited access to a provider's remittance advice and is unable to create new online remittance advice accounts. Where applicable, the Provider Contact Centre can reset passwords, modify email address information or initiate a follow-up regarding the remittance advice from the appropriate team.

### Existing provider numbers – account maintenance (“rule of 6”)

To enhance security, passwords for accessing the remittance advice account are reset every six months. Providers are unable to repeat passwords from the last six cycles. Following six months of login inactivity, online remittance advice accounts are closed. Pharmacy providers may initiate a new account creation process via fax: 1 855 622-0669 or by calling the Provider Contact Centre.



APPLICABLE TO ALL PROVINCES AND TERRITORIES EXCLUDING QUÉBEC

### Remittance advice notifications

Pharmacy providers may continue to log in at any time to access available remittance advice online: [escstatement.ca](http://escstatement.ca). Currently, notifications indicating the availability of remittance advice are unavailable.

As a reminder, if a claim reversal or adjustment is made after a payment cycle has elapsed, the reversal or adjustment may be reflected in a subsequent payment cycle and its corresponding remittance advice. For instance:

- a claim associated with member A is reimbursed in payment cycle 1 (and reflected on the corresponding remittance advice for payment cycle 1);
- depending on the elapsed time, a claim adjustment or reversal may be made for member A's claim in payment cycle 2;
- the claim reversal or adjustment will be reflected in payment cycle 2 (and the corresponding remittance advice for payment cycle 2), even if no claims are submitted for member A in payment cycle 2.

### Website updates

#### New online reference resources

Express Scripts Canada maintains a website portal as a resource tool for healthcare providers. Provider Contact Centre inquiries may already be addressed by resources available on the website portal for healthcare providers: [express-scripts.ca/health-care-downloads-and-resources](http://express-scripts.ca/health-care-downloads-and-resources). In addition to forms and reference resources, the website portal now includes the following:

- a general drug recall protocol when an ESC client or an ESC client's member is impacted by a drug recall;
- a cumulative list indicating appropriate units of measure when submitting claims for the identified DINs;
- a cumulative list of cognitive service fee PINs (for cognitive service fee claims – step modules), where applicable to prescription plan design;
- contact resources for submitting audit documentation and provider enrolment or modification documentation, respectively.



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## Express Scripts Canada Contact Us

### Pharmacy Manual Claims

Mail or fax manual claims over  
\$9,999.99 to:

Express Scripts Canada  
Pharmacy Claims  
10<sup>th</sup> Floor, 5770 Hurontario Street  
Mississauga, ON L5R 3G5  
Fax: 1 844 744-8433

### Pharmacy Audits

Fax required documentation to:  
1 855 712-6322

### Pharmacy Provider Forms

Completed versions may be faxed to:  
1 855 622-0669

### Provider Contact Centre

Provider inquiries only  
Please have your provider number ready

Telephone: 1 800 563-3274

Monday to Friday

6:30 a.m. to midnight (ET)

Saturday, Sunday and statutory holidays

8 a.m. to midnight (ET)

### Other Correspondence

Mail to:

Express Scripts Canada  
10<sup>th</sup> Floor, 5770 Hurontario Street  
Mississauga, ON L5R 3G5

*Note: Express Scripts Canada cannot modify eligibility information for a member (including, without limitation, coverage, date of birth, etc.). In instances where the eligibility of a member is in question, please refer the member (beneficiary of the insurance) to the benefits administrator at their place of employment.*

## Express Scripts Canada Website

Express Scripts Canada continues to support pharmacy professionals across Canada via the Express Scripts Canada website portal for healthcare providers: [express-scripts.ca/providers](https://express-scripts.ca/providers). The following resources are available on the website portal:

- Pharmacy In-Service Newsletters
- Pharmacy Provider Manual
- Pharmacy Provider Forms
- Pharmacy Reference Resources

## Express Scripts Canada Clients

Please ensure that your records are updated with the most current ESC client ID information.

ESC Client ID	Claim Services Provider
02	Manulife
07	Manion Wilkins & Associates Ltd.
11	Industrial Alliance
12	Desjardins Insurance
15	Non-Insured Health Benefits (NIHB) Program*
25	Teamsters National Benefit Plan
29	Humania Assurance Inc.
31	Ministère de l'Emploi et de la Solidarité sociale (MESS)
32	STI Technologies Ltd. (STI)
34	TELUS Health, formerly Symbility Health Inc.
37	Cowan Insurance Group
38	Syndicat des fonctionnaires municipaux de Montréal (SFMM)
39	Coughlin & Associates Ltd.
40	RWAM
43	Manulife Affinity Markets
47	Benecaid
49	Group Medical Services (GMS)
50	GMS Insurance Inc.
53	Groupe Premier Médical (GPM)
55	Johnson Inc.
73	Excellence
90	Empire Life

\*Note: Express In-Service newsletters do not apply to the Non-Insured Health Benefits (NIHB) Program.

