

Express Scripts Canada – Drug Recall Protocol

In the event of a drug recall, please be reminded of the following:

ACTION REQUIRED

Please reverse claims for any affected drugs that have not been picked up. If unused drugs are returned to the pharmacy and the manufacturer offers a refund on the unused drugs, pharmacy providers will need to reprocess claims for the quantities consumed. For claims older than 60 days, please contact the Express Scripts Canada Provider Call Centre to assist with the reversal.

Please follow your standard corporate recall processes to identify and inform patients who currently have a supply of any of the affected lot numbers.

At the pharmacy level, patients may be switched to alternate interchangeable brands of the affected drug (i.e., manufactured by other unaffected generic or brand manufacturers). If two-thirds (2/3) of the day supply on a previous claim has not elapsed, the new claim may be subject to a drug utilization review (DUR) edit accompanied by one of the following CPhA response codes:

- MW or MY (Duplicate Drug).
- MX or MZ (Duplicate Therapy).

Pharmacy providers can apply an intervention code (e.g., UA, UG, etc.,) to override the DUR edit and allow for the processing of the claim. For audit purposes, please retain documentation to support the use of an intervention code as indicated in the pharmacy provider manual. The pharmacy provider manual is located here: express-scripts.ca/health-care-downloads-and-resources.

Details about individual drug recalls are located on the Government of Canada's recalls and safety alerts website: healthycanadians.gc.ca/recall-alert-rappel-avis.

If you require further information, please contact the Express Scripts Canada Provider Call Centre at 1 800-563-3274, Monday to Friday from 6:30 a.m. to midnight (ET). The Provider Call Centre is also open Saturdays, Sundays and statutory holidays from 8 a.m. to midnight (ET).

Note: This communication is not applicable to the Non-Insured Health Benefits (NIHB) program.

