



# Pharmacy update

Ontario edition

DECEMBER 2023

## GREENSHIELD CONTACT CENTRE 2023 HOLIDAY HOURS

Monday, December 25	CLOSED
Tuesday, December 26	CLOSED
Wednesday, December 27	8:30 a.m. to 8:30 p.m. EST
Thursday, December 28	8:30 a.m. to 8:30 p.m. EST
Friday, December 29	8:30 a.m. to 8:30 p.m. EST
Monday, January 1	CLOSED

Our regular business hours (8:30 a.m. to 8:30 p.m. ET, Monday to Friday) resume on Tuesday, January 2, 2024.

## NKS ASSIST 2023 HOLIDAY HOURS

Monday, December 25	CLOSED
Tuesday, December 26	CLOSED
Wednesday, December 27	8:00 a.m. to 8:00 p.m. EST
Thursday, December 28	8:00 a.m. to 8:00 p.m. EST
Friday, December 29	8:00 a.m. to 5:00 p.m. EST
Monday, January 1	CLOSED

Our regular business hours (8:00 a.m. to 8:00 p.m. ET, Monday to Thursday, 8:00 a.m. to 6:00 p.m. ET, Friday) will resume on Tuesday, January 2, 2024.

## EXCESS FEES ON INGREDIENT COST AND DISPENSING FEE

Just a reminder that in accordance with our Pharmacy Claims Submission Agreement, excess fees related to Ingredient Cost or Dispensing Fee are not to be passed on to plan members. For further information, please refer to these specific sections in the [Pharmacy Claims Manual](#) on providerConnect.

## ODB INTERVENTION CODE USAGE FOR EAP (EXCEPTIONAL ACCESS PROGRAM) DRUGS

As a reminder, when a claim for a drug available from the EAP is adjudicated, GreenShield will deny the claim and the pharmacy will receive a CPhA message “QQ – drug ineligible – specialty program drug.”

A request for funding must be submitted to the EAP by the prescriber. Should a plan member meet the criteria for coverage and EAP funding is approved, then the claim must be submitted to the Ontario Drug Benefit (ODB) program. However, if the plan member does not meet the criteria for EAP funding,

there are intervention codes that can be used depending on the scenario. Please refer to the table below.

<b>Intervention Code</b>	<b>Reason for Use</b>
DX	Applied to provincial plan, decision pending
DW	Applied to provincial plan and rejected
DY	Not eligible for provincial plan coverage
SX	Pending provincial plan. Bypass other programs*
SW	Rejected by provincial plan. Bypass other programs*

*\*Other programs may include trial prescription program, vacation supply, maintenance policy, high-cost drugs.*