

# PHARMACY *update*

National edition

MAY 2020

## VALUE-BASED PHARMACY PHASE THREE POSTPONED

The Green Shield Canada (GSC) Value-based Pharmacy initiative was launched in 2017 with the goal of improving patient care through collaboration with community pharmacies. In the October 2019 Pharmacy Update, we reviewed phases one and two and introduced phase three of the initiative.

Phase three, which includes the implementation of the new reimbursement framework, was scheduled to launch on July 1, 2020. However, in light of the COVID-19 pandemic and the resulting burden to pharmacies and the overall health care system, that launch is now postponed to a later date. At this time, we do not have a defined date for implementation of phase three; however, we are monitoring the situation closely and will provide ample notice of the new launch date.

## PHARMACIST HEALTH COACHING NOW ALLOWED VIRTUALLY

Recognizing the role of virtual health care during the COVID-19 pandemic and more importantly going forward, GSC is adapting our pharmacist health coaching programs to allow virtual delivery of services. This includes our cardiovascular health coaching program, as well as smoking cessation and deprescribing.

Canada's pharmacy regulatory bodies and professional associations have issued guidance documents defining the use of virtual services. Pharmacists should contact their applicable provincial college or association for details. It is GSC's expectation that pharmacies will follow their regulatory college guidelines in the delivery of GSC's pharmacist health coaching programs.

Pharmacists can assess the most appropriate way to deliver coaching programs, using virtual care when it is not practical or advisable for the patient to receive coaching in person. The delivery method and rationale should be documented with each coaching session delivered virtually. This documentation is subject to verification. Be sure that the appropriate health coaching program guide and documentation forms are used. These are found on [providerConnect](https://providerconnect.ca) (providerconnect.ca > What You Need > Pharmacy Provider).

### **providerConnect® is your online resource**

providerConnect is GSC's web portal for health service providers in Canada. It gives you convenient access to forms, pharmacy manuals and guides, health coaching program information, and many other tools and resources all in one place.

Not acquainted with providerConnect yet? Register today at [providerconnect.ca](https://providerconnect.ca).

## **COMING SOON... A BETTER INTERACTIVE VOICE RESPONSE EXPERIENCE**

Continuing our commitment to innovation that improves the plan member and provider experience, GSC is launching a new interactive voice response (IVR) system in June. By bringing this leading technology to the Contact Centre Services phone line, GSC will make life easier and improve satisfaction for all our customers (i.e., plan members, providers, plan sponsors) by building upon the increasing use of digital, self-serve options.

Since our Contact Centre takes provider calls, the IVR includes enhancements specifically for them. Pharmacy providers can use the IVR to access information like claim status and drug coverage details (by DIN) without having to speak to an agent. This service is available by phone 24-7, 365 days a year.

Listen for the new IVR and take advantage of the new features when you call GSC in June.