



Pharmacy update

National Edition

December 2025

Pharmacy Claims Manual Update

Please be advised that GreenShield has published updates to the [Pharmacy Claims Manual](#) – specifically to Sections 6.14 and 6.2.

In previous Pharmacy Updates, GreenShield (GS) included reminders regarding balance billing. GS has recently become aware that some pharmacies continue to charge our plan members amounts that exceed GS's allowed drug pricing.

Please note that GS's Pharmacy Provider Agreement (which pharmacies have accepted as the basis for submitting claims to GS) prohibits charging GS plan members more than the eligible drug price allowed by GS. Pharmacies **cannot** charge plan members the difference between the rendered ingredient cost and the amount GS allows as this would violate the agreement.

GS's drug pricing policy also applies to coordination of benefits (COB) drug claims where GS is the secondary plan (i.e., where the claim has already been processed for payment by another private carrier). GS will reimburse the secondary claim up to the eligible amount of the submitted DIN based on GS pricing. Any amount submitted more than the eligible amount will not be reimbursed and cannot be passed on to plan members.

GS's drug pricing policy ensures that claims are adjudicated accurately and adhere to the Canadian Life and Health Insurance Association COB practice guidelines. **Any provider identified to be balance billing, and therefore non-compliant with GS's provider agreement, will be required to reimburse plan members for all excess charges and may be subject to monetary penalties.**

Please refer to the Pharmacy Claims Manual on the [providerConnect™](#) website for details.