

# Submission & eligibility guidelines for compounds

A compound is a product that a pharmacist must make by mixing two or more ingredients, and when they are combined, become a preparation that is **not commercially available**. A compound can be in the form of liquid, capsules, cream, ointment, IV bag, etc. Compounds are sometimes referred to as mixtures or extemporaneous mixtures.

## Submission rules

Whenever possible, we require that you transmit compound claims using the DIN of the primary medicinal ingredient in that compound (if applicable). This will ensure an online eligibility check of the DIN/PIN you have transmitted. An example would be hydrocortisone 1% cream and ketoconazole 2% cream, compounded in equal parts – please transmit the compound with the ketoconazole cream DIN and the appropriate compound code. The ketoconazole cream is the higher cost ingredient and therefore is the primary medicinal ingredient of the compound. If your primary medicinal ingredient does not contain a DIN, you must submit using one of the eligible TELUS compound PINs. If you must use a compound PIN (e.g. 00991186, 00099984) to submit a claim, we strongly recommend that you review this document to confirm eligibility prior to submitting the claim.

## Mixture breakdown requirements

TELUS Health requires the following documentation pertaining to a compound and its preparation.

The following information documented on each compounding record shall include, but not be limited to:

- Name, lot number and expiry of raw material if available
- Quantity required, and quantity actually weighed
- Date of preparation and expiry
- Initials of compounder and/or pharmacist responsible for the preparation and checking of hardcopy
- Written formula used
- Any other documentation required by the provincial regulatory authority
- Cost charged for each ingredient
- Mixing time charges (if applicable)
- Original authorizing prescription

Please note, all breakdowns must originate from computer generated pharmacy software. TELUS Health will not accept any handwritten documentation. Handwritten documentation is subject to recovery of the full claim amount, as it is considered failure to produce proper documentation.

## Duplicating a commercially available product

If a compound mimics a commercially available product, the compound will not be covered. If the commercially available product is not available (Example: backorder), a temporary exception may be granted to allow for the compounding of the product until the commercially available product is available. In this situation, please contact the TELUS Health Assure Claims Pharmacy Support Centre at 1 800 668-1608 in order to verify the eligibility of the commercially available product.

## Unlisted compound codes

0 = Compounded topical cream	5 = Compounded internal powder
1 = Compounded topical ointment	6 = Compounded injection or infusion
2 = Compounded external lotion	7 = Compounded eye/ear drop
3 = Compounded internal use liquid	8 = Compounded suppository
4 = Compounded external powder	9 = Other compound

All compounds must be submitted with the correct corresponding unlisted compound code. There are some exceptions to this rule, e.g. Remicade®, methadone. See Appendix 6 for some common compounds that have special PINs and submission rules.

## Ineligible compounds

- A commercial product is available in the same strength
- The primary medicinal ingredient is not covered under the plan member's plan
- Natural products
- Homeopathic products
- The product is for cosmetic use
- The product contains an ineligible base/ingredient (see lists below for ineligible drugs and ineligible bases) or is in an ineligible format

**Ineligible bases, ingredients and formats:** The following chemicals/drugs/ formats are not eligible on any of our plans, even if combined with a prescription-requiring medication or with a product considered to be an eligible benefit.

Ineligible bases (In addition, all bases with an SPF rating are deemed ineligible)		
Alpha hydroxy acid	Formula 405	Noxzema product line
Alpha hydroxy serum	GlyDerm	Ombrelle product line
Aminophylline thigh cream	Glyquin	Pond's product line
Aveeno skin brightening	Hyaluronic acid complex cream	Porcelana
Aveeno SPF products	Kinerase	Rejuva
Benoquin (Monobenzone) (Benzoquin)	La Roche Posay product line	Renova
Biobase-G	Lubriderm SPF products	Reversa product line
Biotherm product line	Lustra product line	Solage
Dermophil lotion	M.D. Forte	Solaquin
Dilusol AHA	Marcelle product line	Ultraquin
Dormer 211 SPF	NeoStrata product line	Vichy product line
Eldopaque	Neutrogena product line	Viquin Forte
Eldoquin	Nivea product line	Vitamin E base

Ineligible ingredients		
Chlorhydroquinone	Lipoic acid	Topical triamcinolone (when mixed with distilled water & alcohol)
Glycolic acid	Mandelic acid	Topical vitamin K
Hydroquinone	Retinol	Yohimbine
Kojic acid	Titanium dioxide	Acetyl mandelic acid
Minoxidil	Hyaluronic acid/ sodium hyaluronate	

## Ineligible forms/formats

Regardless of the drugs or chemicals added, compounds made into the following dosage forms (but not limited to those listed) are not eligible under all plans:

Gummies	Slow release products	Troches
Lollipops	Sustained release products	
Lozenges	Timed release products	

An ineligible ingredient/base/form may be covered by individual cardholder by exception only. Please confirm with the plan member if they have received approval for a specific compound (PIN will be provided to the plan member by their insurance carrier).

## Eligible compounds

Compounds are eligible if the primary medicinal ingredient is covered on the cardholder's plan.

**Important:** Even though an eligible prescription requiring DIN/PIN may be accepted online, if it has been added to a compound containing an ineligible ingredient or base or is in an ineligible format, the compound will be deemed ineligible and charge backs will apply.

## Comprehensive TELUS Health compound PINs

PIN	Full name	Complete eligibility criteria (primary medicinal ingredient)
00991186	Topical salicylic acid (40% or greater)	Concentrations 40% or greater
00991187	Topical antibiotics	Clindamycin Erythromycin Metronidazole Neomycin Amikacin Cefazolin Vancomycin Gentamycin Tobramycin
00991188	Compounded corticosteroid	Hydrocortisone (greater than 1%) Betamethasone Clobetasol Desonide Dexamethasone Triamcinolone
00991189	Compounded fertility treatment	Clomiphene citrate Metformin Progesterone (if suppository – PIN 00990054)
00990054	Compounded fertility treatment – progesterone suppositories	Progesterone suppositories
00991190	Compounded skin treatments	Containing coal tar/LCD (10% or greater) Sulfur (8% or greater) Doxepin Lactic acid (>17%) Methchlorethamine Sucralfate Sulfacetamide Thiabendazole Urea Verapamil
00991191	Topical pain treatments <b>(with or without narcotic)</b>	Phenytoin Gabapentin Clonidine Amitriptyline Amantadine Cyclobenzaprine Baclofen Pregabalin
00991192	Topical pain treatments <b>(narcotic primary ingredient)</b>	Morphine Oxycodone Methadone Codeine
00991193	Compounded antifungal	Ciclopirox Itraconazole Ketoconazole Clotrimazole Nystatin Miconazole
00991194	Intranasal compounds	Hydroxycobalamin Mupirocin Oxytocin Wilson's solution (gentamycin in saline) Methylprednisolone

00991195	Compounded suppositories	Diazepam Codeine Morphine Baclofen
00991196	Wart treatment	Cantharidin (>0.7%)
00991197	Other eligible compounds	Diltiazem Nifedipine Glutaraldehyde (10% or greater) Dimercaprol Folic acid (>1mg) Phenazopyridine Disulfiram Demeclocycline Acetyl-L-carnitine, comoglicic acid (>2%) Magic mouthwash Neomycin
<b>Call pharmacy support centre</b>	Backorder – compounding	To be used when compounding a commercially available product when it is on back order. The DIN of the commercially available product must be a benefit on the members plan in order to compound it in the case of a backorder. Documentation of the backorder must be kept on file.
00999984	Topical nsaid	Diclofenac Ibuprofen Indomethacin Ketoprofen Naproxen Meloxicam Piroxicam Celecoxib Flurbiprofen
00900669	Invasive erectile dysfunction (bimix/trimix)	Papaverine (+/- prostaglandin) Phentolamine (+/- prostaglandin)
90800233	Hormone replacement therapy – progesterone	Progesterone for HRT
00990111	Hormone replacement therapy – estrogen	Estrogen (estriol/estrone/estradiol) for HRT
90800234	Hormone replacement therapy – testosterone	Testosterone for HRT
<b>Call pharmacy support centre</b>	Compound not eligible for provincial COB	To be used for compound claims which are eligible benefits under the TELUS Health compounding policy but which do not qualify under the provincial plan. Documentation must be kept on file with rationale of why this compound is <b>NOT</b> covered by the provincial plan but is eligible under the TELUS compound policy.
<b>Call pharmacy support centre</b>	PSHCP compound PIN	For PSHCP plan members – If the prescribed compound is deemed ineligible under the TELUS Health compound policy, please call the TELUS Health Assure Claims pharmacy support centre for verification of PSHCP eligible compounds.
<b>Call pharmacy support centre</b>	Custom dose compounds (using raw ingredients)	Example: fluoxetine, omeprazole, naltrexone, T3/T4 liothyronine/levothyroxine, desiccated thyroid.  Please note, the above are examples only and not the exhaustive list of eligible ingredients. Eligibility will be based on coverage of the commercially available strength.  Please call the TELUS Health Assure Claims pharmacy support centre to verify eligibility of the commercially available strength.

## Reimbursement time guidelines for compounds

TELUS Health receives inquiries from pharmacies regarding the allowable time charges that can be charged to TELUS Health when submitting compounds. Depending on the mixture preparation, please refer to the appropriate chart below when submitting claims.

Note: For illustrative purposes only, even number of ingredients are shown in the tables below.

Cream/ointment/ lotion compounds		1 ingredient = 2 minutes (max 20 minutes), plus 2 minutes per 50 grams
Quantity range	No. of ingredients	Allowable time
0 to 50 grams	2	6 min
	4	10 min
	6	14 min
	8	18 min
	10+	22 min
51 to 100 grams	2	8 min
	4	12 min
	6	16 min
	8	20 min
	10+	24 min
101 to 150 grams	2	10 min
	4	14 min
	6	18 min
	8	22 min
	10+	26 min
151 to 200 grams	2	12 min
	4	16 min
	6	20 min
	8	24 min
	10+	28 min
201 to 250 grams	2	14 min
	4	18 min
	6	22 min
	8	26 min
	10+	30 min
251 to 300 grams	2	16 min
	4	20 min
	6	24 min
	8	28 min
	10+	32 min
301 to 350 grams	2	18 min
	4	22 min
	6	26 min
	8	30 min
	10+	34 min
351 to 400 grams	2	20 min
	4	24 min
	6	28 min
	8	32 min
	10+	36 min
401 to 450 grams	2	22 min
	4	26 min
	6	30 min
	8	34 min
	10+	38 min
> 450 grams	2	24 min
	4	28 min
	6	32 min
	8	36 min
	10+	40 min

Powder/liquid to liquid compounds		Each ingredient = 2 minutes, max 20 minutes (no extra time for volume) * If end result are <u>vials</u> , add extra 5 minutes on top of ingredient charge.
No. of ingredients	Allowable time	
2	4 min	
4	8 min	
6	12 min	
8	16 min	
10+	20 min	

Capsules/tablets to liquid compounds		Each ingredient = 2 minutes, max 20 minutes (no extra time for volume) * If you must <u>crush tablet or open capsule</u> (i.e., powder is unavailable), add 10 minutes on top of ingredient charge.
No. of ingredients	Allowable time	
2	4 min	
4	8 min	
6	12 min	
8	16 min	
10+	20 min	

Liquid to liquid compounds		Each ingredient = 2 minutes, max 20 minutes (no extra time for volume)
No. of ingredients	Allowable time	
2	4 min	
4	8 min	
6	12 min	
8	16 min	
10+	20 min	

Capsule compounds		Allowable time (see below) plus an additional 20 seconds per capsule, maximum 60 minutes
No. of ingredients	Allowable time	
2	6 min	
4	12 min	
6	18 min	
8	24 min	
10+	30 min	

Suppository compounds		Allowable time (see below) plus an additional 45 seconds per suppository, maximum 60 minutes
No. of ingredients	Allowable time	
2	4 min	
4	8 min	
6	12 min	
8	16 min	
10+	20 min	

### Additional notes:

#### Compounding topical syringes

We allow time charge per number of ingredients (use appropriate time chart above), plus

- An additional 2 min per syringe

#### Compounding IV preparations and cassettes\*

We allow time charge per number of ingredients (use appropriate time chart above), plus

- An additional 3 minutes per mini bag
- An additional 24 minutes per 100 ml cassette
- An additional 18 minutes per 50 ml cassette

(\*Note pump bags are priced the same as cassettes)

#### Specialty compounding

We allow for the following select specialty compounding processes:

- Milling: 5 minutes per 30 grams
- Sterilization/filtration: 30 minutes total per compound (flat rate)

Methadose™ is not considered a compound and should not be submitted with an unlisted compound code and compounding time.

### Provincial compound fee guidelines

Province	Fees
British Columbia	A compound time charge of a pre-established amount per minute, plus a regular dispensing fee.
Alberta	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Saskatchewan	A compound time charge to a pre-established amount per minute, plus a regular dispensing fee.
Manitoba	A compound time charge to a pre-established amount per minute, plus a regular dispensing fee.
Ontario	A compound time charge to a pre-established amount per minute, plus a regular dispensing fee.
Quebec	A compound time charge based on usual and customary dispensing fee.
New-Brunswick	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Nova Scotia	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Newfoundland	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Prince Edward Island	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
North West Territories, Yukon and Nunavut	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.

\* All guidelines are subject to modifications based on a number of factors including the usual and customary practices in different provinces.

**Note:**

1. Pharmacies in Atlantic Canada are not permitted to charge a regular dispensing fee on top of the compound fee.
2. In Ontario for provincial coordination of benefits (COB), TELUS Health follows ODB allowable time charges.

If you have any questions on how to transmit a compound claim, please do not hesitate to contact the TELUS Health Assure claims pharmacy support centre. Agents cannot confirm pricing information. For compound verification for a plan member, you will be asked to provide the following information:

- Plan member's name
- Plan member's drug card information
- Plan member's date of birth
- DIN or PIN of the compound

Please note that all claims for compounds are subject to review by the TELUS Health audit department. Any compound claims determined to be ineligible or submitted for compounding charges (time and/or charge per minute) in excess of ACCEPTED PHARMACY PRACTICE will be adjusted or charged back to the pharmacy.



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