

# 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 principle prescription-requiring 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 a prescription-requiring ingredient and is likely to be eligible on most plans, whereas the hydrocortisone cream is OTC and not eligible on most plans. If your compound contains no prescription-requiring ingredients, please transmit using one of the ingredient DINs. If you must use a general compound PIN (e.g. 00999999, 00900710) to submit a claim, **we strongly recommend** that you contact the TELUS Health Assure Claims Pharmacy Support Centre to confirm eligibility prior to submitting the claim.

## 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 out of stock, a temporary exception may be granted to allow for the compounding of the product until the commercially available product is available. If you have any questions regarding compound eligibility contact the TELUS Health Assure Claims Pharmacy Support Centre at 1 800 668-1608

## Unlisted compound codes

<b>0</b> = Compounded topical cream	<b>5</b> = Compounded internal powder
<b>1</b> = Compounded topical ointment	<b>6</b> = Compounded injection or infusion
<b>2</b> = Compounded external lotion	<b>7</b> = Compounded eye/ear drop
<b>3</b> = Compounded internal use liquid	<b>8</b> = Compounded suppository
<b>4</b> = Compounded external powder	<b>9</b> = 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 5 for some common compounds that have special PINs and submission rules.

## Ineligible compounds

- A commercial product is available in the same strength
- The primary ingredient is not covered under the plan member's plan, i.e. OTC's/investigational products
- 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 (but not limited to those listed) 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		
Benoquin®	Lustra™ (entire product line)	Rosacure®
BioBase G™	Neostrata® (entire product line)	Solage®
Eldopaque®	Neutrogena® (selected products)	Solaquin®
Eldoquin®	Porecelana®	sunscreens (all product brands)
glycolic acid	Rejuva®	Ultraquin®
Glyquin®	Renova®	Viquin®
Kinerase®	retinol	vitamin E cream
La Roche-Posay® (entire product line)	Reversa® (entire product line)	

Ineligible ingredients		
aminophylline in a topical base	DNCB (dinitrochlorobenzene)	minoxidil (any strength)
ammoniated mercury	Evening Primrose Oil	Perio Plus®
arsenic	finasteride (compounded)	Peru Balsam
azaleic acid (Used for Hair Loss)	gentian violet	pregnenolone
benzoin tincture/Friar's Balsam	glycolic acid	secretin
bichloroacetic acid	histamine/caffeine (Procarin®)	titanium dioxide
coumarin	hydroquinone	triamcinolone (used for hair loss)
DCP (diphencyprone/ diphencyclopropenone)	kojic acid	tri-iodo-L-thyronine – topical
DHEA (dehydroepiandrosterone)	magnesium dicitratem	vitamin K topically
DMAE (dimethylaminoethinol)	mandelic acid	yohimbine
DMPS (dimercaptopropanesulphonate)	Mercurochrome®	
DMSA (dimercaptosuccinic acid)	methylcellulose E4M	

### 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	pre-filled syringes	timed release products
lollipops	sustained release products	troches
lozenges	slow release products	

An ineligible ingredient/base/form may be covered by individual cardholder by exception only. Please confirm with the TELUS Health Assure Claims Pharmacy Support Centre before submitting claims under these circumstances.

### Eligible compounds

Compounds are eligible if the primary active 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 as listed below or is in an ineligible format, the compound will be deemed ineligible and charge backs will apply.

### 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.

End Result Equals a Cream/Ointment/Lotion Preparation			Powder to Liquid Suspension/Emulsion (Internal/External Use)		
Quantity Range	No. of Ingredients	Allowable Time	Quantity Range	No. of Ingredients	Allowable Time
0 to 15 grams	2	5 min	0 to 15 grams/mls	2	5 min
	3	6 min		3	6 min
	4	8 min		4	8 min
	5	10 min		5	10 min
	6	12 min		6	12 min
16 to 25 grams	2	7 min	16 to 25 grams/mls	2	7 min
	3	8 min		3	8 min
	4	10 min		4	10 min
	5	12 min		5	12 min
	6	14 min		6	14 min
26 to 50 grams	2	10 min	26 to 50 grams/mls	2	10 min
	3	12 min		3	12 min
	4	16 min		4	16 min
	5	20 min		5	20 min
	6	24 min		6	24 min
51 to 100 grams	2	12 min	51 to 100 grams/mls	2	12 min
	3	14 min		3	14 min
	4	18 min		4	18 min
	5	22 min		5	22 min
	6	26 min		6	26 min
101 to 200 grams	2	14 min	101 to 200 grams/mls	2	14 min
	3	16 min		3	16 min
	4	20 min		4	20 min
	5	24 min		5	24 min
	6	28 min		6	28 min
201 to 300 grams	2	16 min	201 to 300 grams/mls	2	16 min
	3	18 min		3	18 min
	4	22 min		4	22 min
	5	26 min		5	26 min
	6	30 min		6	30 min
301 to 400 grams	2	18 min	301 to 400 grams/mls	2	18 min
	3	20 min		3	20 min
	4	24 min		4	24 min
	5	28 min		5	28 min
	6	32 min		6	32 min
401 to 500 grams	2	20 min	401 to 500 grams/mls	2	20 min
	3	22 min		3	22 min
	4	26 min		4	26 min
	5	30 min		5	30 min
	6	34 min		6	34 min

Liquid to Liquid Compounds		
Quantity Range	No. of Ingredients	Allowable Time
0 to 500 mls	2	2 min
	3	3 min
	4	4 min
	5	5 min
	6	6 min
501 to 1000 mls	2	4 min
	3	5 min
	4	6 min
	5	7 min
	6	8 min
1001 mls +	2	6 min
	3	7 min
	4	8 min
	5	9 min
	6	10 min

Liquid to Liquid Injections or Reconstituted Liquid - Vials	
No. of Ingredients	Allowable Time
2	10 min
3	12 min
4	14 min
5	16 min

End Result Equals a Capsule Form	
The allowable time plus an additional 45 min/100 capsules Reminder: Any compounded SR products are not covered.	
No. of Ingredients	Allowable Time
1	3 min
2	5 min
3	7 min
4	9 min
5	11 min

Capsules/Tablets Compounded to Liquid Oral Suspension		
Quantity Range	No. of Ingredients	Allowable Time
Up to 15 tabs /caps	2	15 min
	3	20 min
	4	25 min
	5	30 min

End Result Equals a Suppository Form	
The allowable time plus an additional 60 min/100 suppositories	
No. of Ingredients	Allowable Time
1	3 min
2	5 min
3	7 min
4	9 min
5	11 min

Powder to Liquid Injection - Vials	
No. of Ingredients	Allowable Time
2	10 min
3	12 min
4	14 min
5	16 min

**Additional notes:**

**Compounding Topical Syringes:**

We allow time charge per number of ingredients plus an additional 2 min per syringe.

**Compounding IV preparations and Cassettes:**

We allow 3 minutes per mini bag

We allow 24 minutes per 100 ml cassette

We allow 18 minutes per 50 ml cassette Pump bags are priced the same as cassettes

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	Only a regular dispensing fee can be charged if the compound requires less than 7 minutes preparation time. If a compound requires more than 7 minutes preparation, a regular dispensing fee plus an addition pre-established amount per minute for each minute in excess of seven (7) minutes can be charged.
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, or if you need to determine compound eligibility, please do not hesitate to contact the TELUS Health Assure Claims Pharmacy Support Centre. 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
- ALL compound ingredients with their strength (if applicable) and/or quantity

If the compound is deemed eligible, the agent may provide you with a compound PIN to submit the claim. 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.