

TELUS Health pharmacy manual and policy update.

FAQ

1. **Will TELUS Health be issuing a new provider agreement to existing pharmacies with a provider number?**

No. A new provider agreement will be issued with any applications received after October 10, 2019. At this time, TELUS Health will not be conducting mass contract updates for pharmacies with existing provider numbers.

2. **How can I obtain a copy of the new application?**

You can obtain a copy of the new application by contacting either:

- TELUS Health provider registry team at provider.registry@telus.com
- TELUS Health Assure claims pharmacy support centre at 1-800-668-1608

Completed applications can be submitted by fax to 1-866-840-1466 or by email to provider.registry@telus.com.

3. **Will existing pharmacies be subject to the immediate deactivation right?**

Existing pharmacies who have signed the previous pharmacy agreement will continue to be subject to the 2-day deactivation right if the provider breaches any of its obligations under the agreement, including the pharmacy manual.

4. **Who do you define as 'associated staff'?**

The associated staff can include: designated pharmacy manager, listed owners/investors, signing witness, optional signing authority, associated pharmacists, pharmacy technicians, accountants, clinical managers, and other associates. Depending on the nature of abuse, misuse or fraud that is identified, the associated staff will be determined by TELUS Health on a case-by-case basis.

5. **How do I obtain a copy of my articles of incorporation?**

You can obtain a copy from your provincial or federal registry.

6. **Why are you asking for my information and will it be released to anybody?**

TELUS Health transacts a very large volume and dollar amount of claims on our pharmacy network. The information provided allows us to verify the identity of the individuals applying to our pharmacy network and also to validate the information given to us during the application process. The information will not be released by TELUS Health.

7. **Do you have a list of pharmacies that have been deactivated?**

Due to privacy and legal constraints, this list cannot be shared. If you are buying a pharmacy, please complete a thorough due diligence to ensure that the pharmacy is in good standing with TELUS Health and can submit claims on our pharmacy network.

8. **If a pharmacy is part of a chain and is deactivated, will you deactivate the other pharmacies in this chain?**

TELUS Health will look at the ownership structure of the chain that we deactivate, and the involvement of those individuals within the leadership structure of the chain. If certain linkages are prominent throughout the chain, we will take the appropriate course of action.

9. **Is the audit scoring criteria new?**

The audit scoring criteria is not new. It is being provided in the new pharmacy manual as an additional layer of transparency so that pharmacies are aware of the subsequent action in each scoring category.

