

November 22, 2023

Public Service Health Care Plan (PSHCP) – Mandatory Generic Substitution

The following includes important information on changes made to the PSHCP.

Mandatory Generic Substitution

Mandatory generic substitution is in effect for all new drug prescriptions issued on or after July 1, 2023. This means that PSHCP members and their eligible dependants will be reimbursed the cost of the lowest-cost generic drug equivalent, where one exists.

As part of the recent plan design changes, members who were reimbursed prior to July 1, 2023, for a brand name drug that has a generic drug equivalent, will continue to have those brand name claims reimbursed until **December 31, 2023**.

Effective January 1, 2024, mandatory generic drug substitution will apply. This means that members who were fully reimbursed for a brand name drug previously will only be reimbursed at the cost of the lowest cost generic drug equivalent. “No substitution” on a prescription will no longer guarantee reimbursement for the cost of the brand name drug.

If a PSHCP member is prescribed or is taking a brand name drug, they have three options:

1. Switch to the lowest-cost alternative generic drug.
2. Pay the difference between the cost of the generic drug and the brand name drug.
3. Discuss the issue with a medical professional. If they believe that the brand name drug is medically required rather than the generic equivalent, the member should ask their physician or nurse practitioner to complete the [Request for Brand Name Prescription Drug Coverage](#) form found on the Canada Life PSHCP Member Services site, **welcome.canadalife.com/pshcp/forms**, and then submit it to Canada Life. If approved, the PSHCP will pay the applicable cost of the brand name drug.

Pharmacy Claims Support Centre: 1-800-668-1608

Monday to Sunday, including holidays | 5:30 am to 2:00 am EST



Members and their eligible dependants who are currently taking a brand name drug were recently provided reminders of this upcoming change as well as a copy of the Request for Brand Name Drug Coverage form.

What can pharmacies do?

1. Ensure your staff are aware of the upcoming changes to reimbursement for brand name medications with generic equivalents for the PSHCP.
2. If your patient is on a brand drug where a generic is available, let them know a generic is available and the PSHCP will only reimburse up to the cost of the lowest cost generic drug equivalent. Also remind them that members can still stay on their brand name drug and pay the difference in cost, or complete a [Request for Brand Name Prescription Drug Coverage](#) and submit to Canada Life prior to January 1st.
3. In the event a member asks about a brand drug payment assistant card, check what your pharmacy has available. For more information, check out [rxhelp.ca](#) or [innovicares.ca](#).
4. Know where to direct members for more information:
 - Details of plan design changes at [njc-cnm.gc.ca/directive/d9/en](#)
 - Canada Life PSHCP Member Services site at [welcome.canadalife.com/pshcp](#)

Reminder

The PSHCP is administered by Canada Life. Claims for this plan must be submitted using your PSHCP provider number (XX12XXXXXX) and the PSHCP insurer number carrier 12.

All other plans administered by Canada Life must be submitted using your regular TELUS provider number and the Canada Life insurer number carrier 11.

The message above regarding Mandatory Generic Substitution applies to PSHCP only.

Questions

If you have any questions, please call the PSHCP Pharmacy Claims Support Centre at 1-800-668-1608.

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