

November 13, 2023

## The Public Service Health Care Plan (PSHCP) – Carrier 12 NEW Conditional Day Supply Limit

### **IMPORTANT – EFFECTIVE IMMEDIATELY**

The Day Supply Limit for drugs under the Public Service Health Care Plan (PSHCP) is 100 days for both acute and maintenance drugs.

Effective immediately, you may allow up to a 200-day supply of medication (acute and maintenance drugs) under the PSHCP only. A valid prescription must be present for the authorized quantity and the cardholder or eligible dependant must request a vacation supply that is greater than 100 days.

Review the scenarios in the chart on the next page to determine which codes to use. What code is needed depends on if the claim is an early refill and if the patient has other coverage.

### **Reminders**

The PSHCP is administered by Canada Life. Submit claims for 1 of the 5 plans (052111, 052112, 052113, 052114, or 052115) using your PSHCP provider number (XX12XXXXXX) and the PSHCP insurer number carrier 12.

The conditional day supply limit is only applicable to PSHCP and is not applicable under carrier 11 (i.e. all other Canada Life plans).

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

### **Questions**

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

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

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



Refill timing	Other coverage The patient has other drug coverage (private or provincial)	Pharmacy procedures Note: For Quebec pharmacies, please consult the AQPP guidelines for submitting additional days supply claims as appropriate.
Not an early refill (If the patient has used 2/3 of their current supply and the submitted claim does not result in an early refill message)	No other coverage	1. Submit the correct full-day supply being dispensed and submit with the intervention code <b>MV</b> . 2. Document the reason for additional supply on the prescription hard copy.  Documentation is required in the event of a pharmacy audit. For example: Patient is going on vacation from December 10, 2023 to April 30, 2024 and requires greater than a 100-day supply.
	Patient has other coverage	1. Submit the correct full day supply being dispensed and submit with the intervention code <b>MV</b> and either <b>DA</b> or <b>DB</b> . 2. Document the reason for additional supply on the prescription hard copy.  Documentation is required in the event of a pharmacy audit. For example: Patient is going on vacation from December 10, 2023 to April 30, 2024 and requires greater than a 100-day supply.  If the patient's other coverage is a provincial plan that requires the pharmacy to split the claim in two: 1. Submit an initial claim for a 100-day supply with the <b>DA</b> intervention. 2. Submit a second claim for the additional day supply required for vacation purposes and not exceeding a combined amount of 200 days <u>to the provincial plan only</u> with an <b>MV</b> intervention code, and have the patient pay and submit a manual claim for any residual on the second claim. <ul style="list-style-type: none"> <li>On this second claim, the provincial plan may allow a dispense fee – please process accordingly.</li> </ul>
Early refill (If the patient is not due for a refill and the submitted claim results in an early refill message)	No other coverage	1. Submit the correct full day supply being dispensed and submit with the intervention code <b>MV</b> and the appropriate <b>U code</b> . For example: MVUJ <ul style="list-style-type: none"> <li>UG cautioned patient. Rx filled as written.</li> <li>UI consulted other source. Rx filled as written.</li> <li>UJ consulted other sources. Altered Rx and filled.</li> <li>UN assessed patient. Therapy is appropriate.</li> </ul> 2. Document the reason for additional supply and early refill on the prescription hard copy.  Documentation is required in the event of a pharmacy audit. For example: Patient is going on vacation from December 10, 2023 to April 30, 2024 and requires greater than 100-day supply.

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

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



	<p>Patient has other coverage</p>	<p><b>Two options available</b></p> <p><b>1. Split claim process</b></p> <p>a) Submit the initial claim for a 100-day supply with <b>DA or DB</b> intervention and the appropriate <b>U code</b> to indicate why the refill is early. For example: DAUG</p> <ul style="list-style-type: none"> <li>• UG cautioned patient. Rx filled as written.</li> <li>• UI consulted other source. Rx filled as written.</li> <li>• UJ consulted other sources. Altered Rx and filled.</li> <li>• UN assessed patient. Therapy is appropriate.</li> </ul> <p>b) Submit a second claim for the additional day supply required for vacation purposes and not exceeding a combined amount of 200 days <u>to the provincial plan only</u> with an <b>MV</b> intervention code, and have the patient pay and submit a manual claim for any residual on the second claim.</p> <ul style="list-style-type: none"> <li>• On this second claim, the provincial plan may allow a dispense fee – please process accordingly.</li> </ul> <p>Documentation is required in the event of a pharmacy audit. For example: Patient is going on vacation from December 10, 2023 to April 30, 2024 and requires greater than a 100-day supply.</p> <p><b>2. Alternate flow process</b></p> <p>The patient has three other options:</p> <p>a) Wait until 2/3 of their current supply has been used and then request the vacation supply limit to be filled (no early refill).</p> <p>b) Submit a vacation supply request to Canada Life for assessment.</p> <p>c) Pay for the vacation supply prescriptions and submit a manual claim.</p>
--	-----------------------------------	---

