

Communication to Pharmacy Manager

This communication is distributed by the Professional Services Team and relates specifically to the TELUS Health pay-direct drug business

Public Service Health Care Plan (PSHCP)

Welcome to the first edition of the new PSHCP Provider Bulletin. As an important partner with the PSHCP operation, you will receive this bulletin twice a year. It will provide you with tips and tools to keep you informed about the largest health group benefit plan in the country.

How to Reduce PSHCP Claim Rejects

Tip: Post this handy chart for your pharmacy staff when submitting PSHCP claims.

<p>DIN not covered</p>	<p>It is a common misconception that all prescriptions are eligible for reimbursement by the Plan.</p> <ul style="list-style-type: none"> ➤ Over-the-counter drugs that can be obtained without a prescription cannot be claimed under the PSHCP – even when they are prescribed by a physician. <p>PSHCP members received a plan member communication (Bulletin 29) in June 2013 and have been informed about medications that are not covered under the drug plan (see http://www.pshcp.ca/media/11093/bulletin29EN.pdf)</p>
<p>DIN covered by other</p>	<p>Most plan members 65 years of age or older may have provincial plan coverage as first payer.</p> <ul style="list-style-type: none"> ➤ Take notice of plan member’s age to avoid a reject when submitting to PSHCP as first payer. Where applicable, submit to the provincial plan first.
<p>Invalid DIN number</p>	<ul style="list-style-type: none"> ➤ Ensure DIN entered reflects the DIN on the product being dispensed ➤ Print and post PSHCP PIN list of medical supplies and insulin pump in dispensary for reference. The list is available on the PSHCP Pharmacy Provider Website under Medical Supplies Pseudo-DIN List

All Provider bulletins will be available on the PSHCP Pharmacy Provider Website: www.telushealth.com/pharmacysupport/PSHCP

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

Monday to Sunday 5:30 a.m. to 2:00 a.m. (EST)