

## 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)

As an important partner with the PSHCP operation, you receive this bulletin twice a year. It provides tips and tools to assist you in serving the largest private health care benefit plan in the country.

### Documents required during an audit

Audits are a standard part of group benefit plans. Audits ensure that plan members receive the benefits to which they are entitled, and reduce the incidence of administrative errors or plan misuse. As per your contract with TELUS Health, your pharmacy may from time to time be selected for audit.

During an audit of PSHCP claims, a TELUS Health auditor will typically check for the following, among others:

- Is there a prescription on file? Is it up to date?
- Does the name on the prescription match the name of the client?
- Was the appropriate number of refills dispensed?
- Do compound claims follow TELUS' reimbursement guidelines?
- Does proper documentation exist to support system overrides?
- Has the prescribing physician's information been appropriately documented or verified?
- If a brand name drug was dispensed, is there sufficient proof of the "no substitution" requirement?

Your contractual obligation includes maintaining and providing records to support any claim payment. If you are unable to provide such records, the payment for the claim(s) being audited will be reversed. Failure to provide requested documents also increases the likelihood of follow-up audits. Maintaining a consistent and complete record-keeping system will facilitate the audit process.

**If you need assistance or require additional audit-related information, please contact the TELUS Health Pharmacy Claims Support Centre.**

All Provider bulletins are available on the PSHCP Pharmacy Provider Website:  
[www.telushealth.com/pharmacysupport/PSHCP](http://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)**