

Third Party Payer COVID-19 30 Day Supply Policies

(Compiled by CPhA April 2, 2020)

Payer	Policy Notes
ClaimSecure	<ul style="list-style-type: none"> • Effective March 20, 2020, ClaimSecure has been reimbursing all maintenance drug claims for a day-supply ranging from 28 to 100 regardless of the day supply originally prescribed. • If you are dispensing a lower day supply for patients whose drug plan requires Mandatory 90 Days Maintenance Drug dispensing, please use the intervention code “MG – Over-ride, pharmacist judgement” to allow the claim to be processed on-line in real time. • It is important to document the reason for modifying the quantity and day supply on the original prescription or your electronic records for audit purposes • Please note that the standard co-pay to the additional fill of a split 90-day supply will continue to apply.
Express Scripts Canada	<ul style="list-style-type: none"> • We are closely monitoring provincial and college guidelines for appropriate dispensing practices and when deemed appropriate based on pharmacy professional judgement, will support a 30-day supply of maintenance medications.
Green Shield Canada	<ul style="list-style-type: none"> • To ensure patient access to care and medication supply is not compromised during this critical time, GSC supports the recommendation from the Canadian Pharmacists Association to limit dispensing to a 30-day supply and is relying on pharmacists, as front-line healthcare providers, to use their professional discretion when deciding on the most appropriate days’ supply to dispense to any given patient. • To that end, and until further notice, we are temporarily lifting the requirement to dispense maintenance medications in a 90-day supply during the COVID-19 pandemic.
Medavie Blue Cross	<ul style="list-style-type: none"> • Provincial pharmacy regulators in several provinces, in consultation with government, have issued temporary drug dispensing directives to pharmacists to ensure a stable supply of drugs for all patients during the COVID-19 pandemic. In these provinces, prescription drugs will only be dispensed in one-month supply increments, except under exceptional circumstances. • We understand that these efforts are needed to ensure all Canadians can continue to have access to the drugs they need during this uncertain time. As such, we have adjusted our adjudication rules related to day supply to enable 30 day dispensing at the pharmacist’s discretion, without an intervention code.

NexgenRx	<ul style="list-style-type: none"> Pharmacies that chose to restrict quantities of maintenance medication to 30 days' supply in accordance with the CPhA Statement from March 17, 2020 should also document this on the hard copy along with an indication that the patient is in agreement. This is for audit purposes and must be enforced.
Telus Health	<ul style="list-style-type: none"> Manitoba, New Brunswick, Nova Scotia, Newfoundland, Saskatchewan, and Quebec have recommended limits to the quantity of drug dispensed (most commonly a 30-day supply), and TELUS will support this position. For the remaining provinces, TELUS will honor pharmacist professional judgement in determining the appropriateness of the quantity dispensed. This is a dynamic situation and other provinces may follow suit; at such time, TELUS will support the provincial position.
Sunlife (https://www.sunlife.ca/ca/COVID-19/COVID-19+FAQs?vgnLocale=en_CA)	<ul style="list-style-type: none"> Even if your prescription is for more than a 30-day supply, Canadian pharmacy regulators, associations and health ministries are recommending that pharmacists provide a 30-day supply at one time. We support pharmacists using their discretion in dispensing medications. We're not changing our refill policy at this time.
Manulife (https://www.manulife.ca/page/covid-19-hd-update.html?vanity=manulife.ca/covid-19-hd)	<ul style="list-style-type: none"> Recently, the Canadian Pharmacists Association discouraged the stockpiling of medication, and asked Canadians to avoid early refills of prescriptions. For most people, a 30-day supply of medication is enough to last through a COVID-19 quarantine, since the length of the quarantine is 14 days. You might be accustomed to filling your prescriptions in larger amounts, but at this difficult time we are all asked to work together. Pharmacists' priority is the health and safety of their patients; therefore, we encourage you to discuss your unique health and medication needs with your pharmacist. Remember, most pharmacies will deliver medications, so there's no need to leave home for refills if you don't want to.