



Pharmacy UPDATE

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FOCUS ON COMPOUND ELIGIBILITY AND SUBMISSION RULES



Compounds are generally eligible if the primary active ingredient is covered under the patient's plan. Compounds may be determined to be ineligible for many reasons, including, but not limited to, the following:

- A commercial product of the same strength is available for sale
- The primary ingredient is not covered under the patient's plan, such as:
 - OTCs
 - Natural products
 - Investigational products
 - Homeopathic products
- The product is for cosmetic use
- The product contains an ineligible base/ingredient (see lists below for ineligible drugs and ineligible bases)

Ineligible Compounds

Important: Although an eligible prescription medication requiring a DIN or pseudo-DIN (PIN) may be accepted online, it will be deemed ineligible if it has been added to a compound containing an ineligible ingredient or base in **List A**, or **List B** or made into an ineligible dosage form in **List C** (below), and charge backs will then apply.

Bases: Regardless of the other drugs or chemicals added, compounds made with the following bases (but not limited to those listed) are ineligible.

List A: Ineligible Bases

Benoquin	Kinerase	Neutrogena	Rosacure
BioBase G	La Roche-Posay	(selected products)	Solaquin
Eldopaque	(entire product line)	Rejuva	Sunscreens (all product brands)
Eldoquin	Lustra	Renova	Ultraquin
Glycolic Acid	Neostrata	Retinol	Viquin
Glyquin	(entire product line)	Reversa (entire product line)	Vitamin E cream

Ingredients: The following chemicals/drugs (but not limited to those listed) are not eligible under any of our plans, even if combined with a prescription-requiring medication or with a product considered to be an eligible benefit.

List B: Ineligible Drugs

Aminophylline in a topical base	Gentian violet
Ammoniated mercury	Histamine/Caffeine (Procarin)
Arsenic	Hydroquinone
Azaleic acid (used for hair loss)	Kojic acid
Benzoin tincture/Friar's balsam	Magnesium dicitratem
Bichloracetic acid	Mandelic acid
Coumarin	Mercurochrome
DCP (diphenacyprone/diphenacyclopropenone)	Methylcellulose E4M
DHEA (dehydroepiandrosterone)	Minoxidil in any strength
DMAE (dimethylaminoethanol)	Perio plus
DMPs (dimercaptopropanesulphonate)	Peru balsam
DMSA (dimercaptosuccinic acid)	Pregnenolone
DNCB (dinitrochlorobenzene)	Secretin
Evening primrose oil	Titanium dioxide
Finasteride (compounded)	Tri-Iodo-L-Thyronine – topical

Dosage Forms/Formats: Regardless of the drugs or chemicals added, compounds made into the following dosage forms (but not limited to those listed) are ineligible.

List C: Ineligible Dosage Forms

gummies, lollipops, lozenges, pre-filled syringes, sustained-release, troches

Ineligible Compounds (continued)

An ineligible ingredient/base/dosage form may be covered by **individual cardholder exception only**. Please confirm with the Emergis Pharmacy Support Centre before submitting claims under these circumstances.

Duplicating a Commercially Available Product

Under Emergis' current compound policy, if a compound mimics a commercially available product, the compound is not covered. **Effective September 1, 2006**, please be advised that we will be diligently applying this policy. The following are some examples of common compounds that are in breach of this policy:

0.5% hydrocortisone powder in ointment base (i.e., petroleum jelly)¹

No longer covered as it mimics Cortoderm® 0.5% Ointment

0.5% hydrocortisone powder in cream base (i.e., Glaxal® Base, Schering® base)¹

No longer covered as it mimics Hydrosone® 0.5% Cream

1% hydrocortisone powder in ointment base (i.e., petroleum jelly)

No longer covered as it mimics Cortoderm® 1% Ointment

1% hydrocortisone powder in lotion base (i.e., Moisturel®, Lubriderm®, etc.)

No longer covered as it mimics Emo-cort® 1% Lotion

¹Denotes compounds that are only eligible under plans that cover over-the-counter products.

Please note that this list is not exhaustive and this policy is not limited to the compounds listed above. If the commercially available product is temporarily out of stock, temporary exceptions to Emergis' policy may be granted to allow for the compounding of the product until the commercially available product is once again in stock.

Submission Rules

Whenever possible, we require that you transmit compound claims using the DIN of the principal prescription-requiring ingredient in that compound (if applicable), along with the correct compound code. (Please see table 1 on left)

This will ensure an online eligibility check of the DIN/PIN you have transmitted. For example, in the case of hydrocortisone 1% cream and clotrimazole cream, equal parts, please transmit the compound with the hydrocortisone DIN and the appropriate compound code. The hydrocortisone DIN is a prescription-requiring ingredient and is likely to be eligible under most plans, whereas the clotrimazole cream is OTC and not eligible under most plans. If your compound contains no prescription-requiring ingredients, please transmit using one of the ingredient DINs. If you must use a general compound PIN (e.g., 00999999, 00900710) to submit a claim, we **strongly** recommend that you contact the Emergis Pharmacy Support Centre to confirm eligibility.

All compounds **must** be submitted with the correct corresponding compound code. The exceptions to this rule are submission of compound claims for Remicade™ and methadone, as preparation time and ingredient costs are incorporated into the total cost in Emergis' system.

Methadone claims are to be transmitted using PIN 09850619 or the PIN provided by the provincial formulary. Please transmit the quantity as the total amount of milligrams (mg) being dispensed. The Emergis system pays the claim based on per mg pricing. As mentioned above, no compound code should be attached to this PIN.

All topical NSAID preparations must be submitted with PIN 00999984 to determine eligibility under the patient's plan. Products containing 1.5% diclofenac for topical application are not eligible due to the commercial availability of Pennsaid™ Topical Lotion.

Reimbursement Time Guidelines for Extemporaneous Mixtures

We have received inquiries from pharmacies regarding the duration that should be charged to Emergis when submitting extemporaneous mixtures. Depending on the mixture preparation, please refer to **Table 2** or **Table 3** (on page 3) when submitting claims.

If you have any questions about how to transmit a compound claim, or if you need to determine compound eligibility, please do not hesitate to contact the Emergis Pharmacy Support Centre. For compound verification for a patient, you will be asked to provide the following information:

- Patient's name
- Patient's drug card information
- Patient's date of birth
- **ALL** compound ingredients with their strength (if applicable)

If the compound is deemed eligible, the agent may provide you with a compound PIN to submit the claim.

Compound Audits

Please note that all compound claims are subject to review by the Emergis Audit Department. Any compound claims determined to be ineligible or submitted for compounding charges in excess of ACCEPTED PHARMACY PRACTICE will be adjusted or charged back to the pharmacy.

Table 1:

Compound Codes
0 = Compounded topical cream
1 = Compounded topical ointment
2 = Compounded external lotion
3 = Compounded internal liquid
4 = Compounded external powder
5 = Compounded internal powder
6 = Compounded injection or infusion
7 = Compounded eye/ear drop
8 = Compounded suppository
9 = Other compound

Table 2: Reimbursement Time Guidelines for Extemporaneous Mixtures – End Result Equals a Cream/Ointment/Lotion

Quantity Range	No. of Components ²	Time
0 to 15 g	2	5 min
	3	6 min
16 to 25 g	2	7 min
	3	8 min
26 to 50 g	2	10 min
	3	12 min
51 to 100 g	2	12 min
	3	14 min
Any	4	15 min
	5	20 min
	6	25 min

Table 3: Reimbursement Time Guidelines for Extemporaneous Mixtures – End Result Equals a Liquid

Quantity Range	No. of Components ²	Time
0 to 500 mL	2	2 min
	3	3 min
	4	4 min
501 to 1000 mL	2	4 min
	3	5 min
	4	6 min
1001 mL +	2	6 min
	3	7 min
	4	8 min

²Components refer to each ingredient (liquid, powder, cream, etc.)

CONFIDENTIALITY OF YOUR EMERGIS PROVIDER BILLING NUMBER

When you register with Emergis to become a member of the Emergis Pharmacy Network, we issue an Emergis Provider Number to you. This number is associated with your pharmacy provider profile and is for your use only. Please note that divulging your Emergis Provider Number is a direct breach of security and confidentiality.



Recently, we noted that certain pharmacies have given out their Emergis Provider Number to patients, and asked the patient to call the Emergis Pharmacy Support Centre. Please note that the Emergis Pharmacy Support Centre's toll-free line (1 800 668 1608) is dedicated to **pharmacies only**. We would like to remind all pharmacies to protect their Emergis Provider Number as they would their credit card number.

PHARMACY PAYMENT OPTIONS – WHAT IS A PRE-PRINTED VOID CHEQUE?

When you open a new pharmacy or change store ownership, Emergis requires the pharmacy to provide us with a "pre-printed void cheque." Some pharmacies will send us a blank cheque without the name of the store and the store address. Since it is critical that we enter the correct bank account information in our system so that pharmacies receive their payments correctly, we ask pharmacies to supply a void cheque (ordered from the bank) with the name and the store address pre-printed on the cheque. If you cannot have the **pre-printed** cheque ready before the store opening, then you can ask your bank to provide a letter on the bank's letterhead indicating your bank account information.

SUGGESTED MONTHLY MAXIMUMS

We have summarized some guidelines on maximum quantities for drugs where the directions do not indicate clear dosing schedules (e.g., "PRN"). These maximums may be either suggested drug maximums or limitations in drug plan coverage. The following list includes the most common requests for a 30-day supply (unless otherwise specified). During the audit process, should the prescription not specify the quantity and the days supply, the suggested monthly maximums will prevail and charge backs will be applied. Please contact our Emergis Pharmacy Support Centre at 1 800 668 1608 if you have questions regarding the suggested maximum quantities for the listed medications.

Allergy Therapy – Injectable

Epipen®, Twinject® (epinephrine) injection	4 devices every 30 days
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Anti-Migraine Therapy

Amerge® (naratriptan) tablets	12 tablets every 30 days or
Axert® (almotriptan) tablets	4 injections every 30 days or
Imitrex® (sumatriptan) tablets, injection, nasal spray	6 bottles of nasal spray every 30 days
Maxalt® (rizatriptan) tablets	
Zomig® (zolmitriptan) tablets	

Relpax® (eletriptan) tablets	6 tablets of 20 mg strength every 30 days or 3 tablets of 40 mg strength every 30 days
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Diabetic Testing Strips

Any brand of test strip for blood glucose tests	600 strips every 100 days
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Narcotic Analgesics

Stadol® (butorphanol) nasal spray	4 bottles of nasal spray every 30 days
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Ophthalmic Anti-Allergic Agent/Antihistamine Drops

Alocril® (nedocromil)	10 mL every 30 days
Alomide® (lodoxamide)	
Emadine® (emedastine)	
Livostin® (levocabastine)	
Patanol® (olopatadine)	
Zaditor® (ketotifen)	

Oral Erectile Dysfunction Therapy

Cialis® (tadalafil) tablets	Generally covered by exception;
Levitra® (vardenafil) tablets	12 tablets every 30 days, if applicable
Viagra® (sildenafil) tablets	

Note: The suggested maximums also apply to generic versions of the brand drugs listed above.

REMINDER ON ZOVIRAX® 5% OINTMENT DIN 00569771

Zovirax® ointment is available in three different package sizes. To take into account the different price per gram of each tube size, Emergis has created pseudo-DINs (PINs). Depending on the tube size, please use either the DIN or PIN listed below, and note that pricing is *per gram*.

DIN/PIN	Drug Name & Package Size
00569771	Zovirax® 5% ointment – 30 g
00983950	Zovirax® 5% ointment – 15 g
00999080	Zovirax® 5% ointment – 4 g

NEW TOLL-FREE FAX NUMBERS FOR PHARMACIES

If you need to notify the Emergis Provider Services Department about any pharmacy changes, such as a change of address, dispensing fee change, banking changes, or change of ownership, please use the following fax number: 1 866 840 1466. The fax will come in through our secure fax line at Emergis Provider Services.

If you are sending information requested by the Emergis Pharmacy Services Department in response to a pricing inquiry, for example, the new toll-free fax number is 1 866 840 1509. Please do not fax any invoices to Emergis Pharmacy Services without first contacting our Emergis Pharmacy Support Centre. We will not acknowledge invoices that are faxed without the Emergis Pharmacy Support Centre being contacted beforehand.

EMERGIS PHARMACY SUPPORT CENTRE FAQ

What can I do when I receive the reject message “DIN not covered”?

If the drug does not fall within the specific criteria for the patient's plan, the claim will be rejected. When the reject message “DIN not covered” is returned, the cardholder should check with their plan administrator to verify coverage.

When the reject message “Invalid DIN” is returned, either the DIN being used could be obsolete, or an incorrect pseudo-DIN is being used. You should contact the Emergis Pharmacy Support Centre to verify the DIN.

What can I do when I receive a message “Invalid Date of Birth”?

If you get the message “Invalid Date of Birth”, please confirm the birthdate with your patient, and the relationship of the patient to the main cardholder. The plan could be the patient's own plan, their spouse's plan, or their parent's plan (i.e., the patient is the child, an overage student, or an overage disabled dependent child of the main cardholder). If the problem persists, the cardholder should contact the plan administrator to correct the birthdate on file.

Which intervention code³ should I use?

Use of the appropriate intervention code will ensure proper adjudication of the claim:

- DA – Secondary claim, first payer was a provincially sponsored plan
- DB – Secondary claim, first payer was a private plan
- DE – First payer was Workers' Compensation Board (WCB) of B.C., but was adjudicated through Pharmacare for DUR

³Some pharmacy management software do not require manual entry of intervention codes.

IMPORTANT AUDIT REMINDERS

Documentation Requirements

Please remember that Emergis policies on documentation requirements for verbal prescription/refill authorizations and OTC dispensing are to be adhered to stringently. Refer to your Pharmacy Update Summer 2004 for published information on documentation requirements. Should you require another copy of Pharmacy Update Summer 2004, you can obtain one by accessing the Emergis Web site at www.emergis.com/en/solutions/pdf/PharmacyUpdate_summer2004.pdf.

Fraud Tips

Should you become aware of any issues that breach Emergis policies or potential fraud-related issues, please contact us at 1 800 866 1608 or via email at anti-fraud@emergis.com. Note that any information received will be handled with the highest level of confidentiality, and that information can be submitted anonymously.

Early Refills

Remember that, as per Emergis policy, at least 2/3 of the previously dispensed medication must be depleted prior to a second supply being dispensed. Should there be a documented change in dosage on the second claim, the 2/3 rule would no longer apply.

Should you obtain a “Refill Too Soon” message and your records indicate that the patient is eligible for their next refill, please contact the Emergis Pharmacy Support Centre prior to dispensing the second claim. It is possible that an identical prescription was dispensed at another pharmacy and should therefore not be dispensed again.

Ontario Workplace Safety and Insurance Board (WSIB) Claims

Note that any portion of a claim not paid online by WSIB (e.g., dispensing fee, drug cost) *cannot* be coordinated with a secondary private plan.



COMMENTS AND QUESTIONS

If you have any comments or questions about the content in this issue, please **fax** your feedback to **905 602 7411** or e-mail it to pharmacy.services@emergis.com.

EMERGIS PHARMACY SUPPORT CENTRE

1 800 668 1608

Monday to Friday: 8 a.m. – midnight ET

Saturday and Sunday: 9 a.m. – 8 p.m. ET

Public Holidays: noon – 8 p.m. ET

Eastern Time (ET)