

Pharmacy Benefact

A BULLETIN FOR PHARMACY SERVICE PROVIDERS FROM ALBERTA BLUE CROSS

Number 489 • October 2014

Enhancing the early refill authorization process

Effective October 29, 2014, the use of three intervention codes will be introduced to assist pharmacies in the management of early refill dispensing requests for all Alberta Blue Cross plan members.

Automation enhancements

When you receive the response code of **OU – Refill is X days early** and there is an extenuating circumstance to continue to dispense the product to the member, the following existing CPhA intervention codes can be used:

Response code	Response message	Intervention code	Reasons for early dispensing
OU	OU=refill is X days early	MN	Due to documented dosage change.
		MR	Due to original prescription indicated as either lost or stolen.
		UF	Patient gave adequate explanation for early dispensing request due to <ul style="list-style-type: none">client emergency: replacement prescription due to damage of original prescription as a result of a natural disaster,patient unable to obtain prescription from pharmacy on renewal date, ordocumented allergy/intolerance of original prescription.

Simply enter the appropriate intervention code and submit the claim.

Use of these intervention codes to support a pharmacist's decision to dispense early must be documented and supported by citing the following on the prescription record/patient file:

- Date of early dispense.
- Reason for early dispensing.
- A summary documenting the communication with the prescriber, caregiver and/or patient for the early dispense request.
- Documentation may be requested for compliance verification and must be kept on the patient's file for two years.

These intervention codes will take effect for early refill claims with a service date of October 29, 2014 and beyond. The intervention codes are not to be used for reason of vacation.

Please note: pharmacies must continue to phone Alberta Blue Cross for authorization of an early refill dispensing request due to vacation when the required days' supply is less than 100 days. There are no changes for early refill claims for reason of vacation.

For claims greater than 100 days' supply, please refer to Benefact 409.

When you have questions:

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations call centre representative at:

780-498-8370 (Edmonton and area) • 403-294-4041 (Calgary and area) • 1-800-361-9632 (toll free)
FAX 780-498-8406 (Edmonton and area) • FAX 1-877-305-9911 (toll free)



®The Blue Cross symbol and name are registered marks of the Canadian Association of Blue Cross Plans, an association of independent Blue Cross plans. Licensed to ABC Benefits Corporation for use in operating the Alberta Blue Cross Plan. ABC 82320.489 2014/10