

Update to greater than 100 days' medication supply for the clients of the Government of the Northwest Territories (GNWT).

Effective immediately, clients under the seniors (group 60, section F and M), Specified Disease Conditions (group 21992, section 000) and Métis Health Benefit (Group 19866, section 000) programs sponsored by the Government of the Northwest Territories (GNWT) will be eligible to submit for vacation supplies over 100-days' supply, up to 212 days (previously up to 200 days).

To take advantage of the real-time authorization process for over 100-days' supply, you simply make real-time claim submissions—as you normally would—for required medications and days' supply including those in excess of 100-days' supply.

The claim will be adjudicated and accepted if the member is eligible for a supply greater than 100 days.

Criteria for approval over 100 days' supply for GNWT plan members

- Available only for members leaving the territory for more than 100 days.
- Members must have been on the plan for at least three months.
- One authorization per benefit period.
- Up to a maximum of 212 days' supply considering quantities on hand.
- Plan members must be stabilized on their medication.
- Consecutive authorizations will not be approved.
- Northwest Territory providers only.

Medications not eligible for a greater than 100-day supply

Medications that have maximum dosing requirements, frequency limitations, specific storage requirements or are available in injectable forms are not eligible for a greater than 100-day supply. This includes narcotics, multiple sclerosis drugs, biologic drugs and injectable form medications.

With some claims, it will be necessary to contact Alberta Blue Cross for prior authorization. We recommend that you first submit all claims. If you receive the response code D9 – “Call Adjudicator”, contact the Alberta Blue Cross Pharmaceutical Services contact centre toll free at 1-800-361-9632.

When phoning, have the following information ready to provide to the Alberta Blue Cross contact centre representative:

- Pharmacy license number
- Alberta Blue Cross ID number
- DINs
- Member's first and last name
- Member's date of birth
- Quantity requested
- Days' supply

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Direct billing response codes (please note these have recently been updated).** These updates will provide enhanced clarity at time of claim and reduce the need to contact Alberta Blue Cross regarding claim rejections.

Response code	Response message	Reason for response code (adjudication outcome)	Steps to manage claim rejection
SD	"Max days supply allowed is X"	Days' supply submitted exceeds maximum days supply allowed.	Claim can be resubmitted with a maximum X-day supply allowed as indicated in the first line of the response message. (Note: quantity to be adjusted to the days supply allowed).
	"Days' supply exceeds quantity authorized"	Days' supply submitted exceeds days supply authorized by Alberta Blue Cross.	Claim must be resubmitted with the approved days supply authorized by Alberta Blue Cross.
DP**	"Quantity exceeds maximum per claim"	Quantity submitted is greater than quantity authorized by Alberta Blue Cross.	Claim must be resubmitted with quantity authorized by Alberta Blue Cross.
DR**	"Days' supply lower than minimum allowable"	Days' Supply submitted is lower than days' supply authorized by Alberta Blue Cross.	Claim must be resubmitted with days' supply authorized by Alberta Blue Cross.
DQ**	"Quantity is less than minimum per claim"	Quantity submitted is less than quantity authorized by Alberta Blue Cross.	Claim must be resubmitted with quantity authorized by Alberta Blue Cross.
D9	"Call adjudicator"	The member has a coordination of benefits. Narcotic/controlled medications. Packaging of medication cannot be dispensed in a days' supply = to the days supply request (such as Didrocal kits, insulin or inhalers). Final days' supply submitted exceeds the term date of the member's coverage.	Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.
KN	"Day supply limit for period exceeded"	The days' supply request is greater than the approved special authorization period.	Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.
DM	"Days' supply exceeds plan limit"	Plan does not allow for Quantity Authorization.	Members benefit plan does not allow for Quantity Authorization.

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Response code	Response message	Reason for response code (adjudication outcome)	Steps to manage claim rejection
GD	"Not eligible for a Quantity Authorization"	Coverage must be active for 90 days prior to the service date to be eligible for a Quantity Authorization.	Members must have had coverage for a minimum of 90 days prior to request for a greater than 100-days' supply.
		No prior history of the medication within three months prior to date of service on claim submitted.	Member must be stabilized on his or her medication. If patient records indicate a Group 66 member is stabilized on the medication, contact Alberta Blue Cross for consideration of approval.
		Member has exceeded the number of allowable quantity authorizations in a given benefit year.	Member's benefit plan limits the number of Quantity Authorizations that may be approved in a given benefit year.
B1	"Pharmacy not authorized to submit claim"	Provider submitting claims is outside of the Northwest Territories.	Only Northwest Territories pharmacy providers are eligible to submit claims for members for greater than 100-days' supply for GNWT plans.

When you have questions:

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact 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)

Alberta Blue Cross offers online access to current Pharmacy Benefits and supplemental claiming information to assist with the submission of your direct bill drug claims. Visit ab.bluecross.ca/providers/pharmacy-home.php

