



GroupLine

News and updates for our Great-West
Group Benefits Plan Sponsors

Enhanced prescription drug adjudication process for disease-based programs (for plans with pay-direct drug cards only)

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Great-West Life will start using an enhanced process for co-ordination with some provincial disease-based drug programs. This new process applies only to plans with pay-direct drug cards.

Under this process, Great-West will co-ordinate coverage with these disease-based programs in various provinces. Both prior authorization drugs and non-prior authorization drugs covered by these programs are included in the enhanced process.

Why are we implementing this enhanced process

As provincial programs have evolved, many provinces have implemented disease-based programs that provide coverage for drugs used to treat certain named conditions, where those drugs would not normally be covered under the provincial formulary.

This enhancement supports plan sponsors in providing group benefits while reducing their exposure to higher-than-necessary claims experience. Efficient co-ordination also helps to ensure that plan members receive as much coverage for their prescription drug costs as possible.

How this process will work

Plan members who have or whose dependants have, one of the named conditions may receive notification from Great-West advising he or she may be eligible for coverage under a provincial disease-based program. The claimant will be asked to apply for this coverage.

To the extent the claimant is eligible for coverage under the provincial program, no benefits are payable under your group plan.

New business

The enhanced process is effective immediately to all new business sold with an effective date of February 1, 2010 or later.

Existing business

The enhanced process will take place on your next plan anniversary date, **after June 1, 2010**. For example, if your plan anniversary date is April 1, the enhanced process will take effect on April 1, 2011. If your plan anniversary date is July 1, the enhanced process will take effect on July 1, 2010.

Details of the enhanced co-ordination process

Different handling applies to claimants who have previously claimed for an identified drug versus claimants who have not claimed for an identified drug.

Process for recent claimants of identified drugs

Approximately 10 weeks prior to the plan's anniversary date, all plan members who have claimed any of the identified drugs will be contacted by mail by Great-West Drug Services. The plan member will be advised of the provincial program that may cover the drug, and the claimant will be asked to apply to the program and provide a copy of the response to Great-West within 10 weeks.

Process for new claimants of identified drugs

New Brunswick and Nova Scotia

Co-ordination process – When a claimant fills a prescription for a drug that is part of the enhanced co-ordination process, coverage for the drug will be declined at the pharmacy. The pharmacist will receive a message to pass along to the claimant that reads “specialty drug authorization required.” Great-West will send the plan member a letter advising that a provincial disease based program may provide coverage for the drug. This letter will generally be sent the next business day. The claimant will be asked to apply to the program and provide Great-West with a copy of the response from the province.

Other provinces

Co-ordination process for prior authorization drugs – Today, when a claimant fills a prescription for a drug that is part of the prior authorization process, coverage for the drug is declined. Under the enhanced process, this same handling will occur. However, the pharmacist will receive a message to pass along to the claimant that reads “specialty drug authorization required.” Great-West will send the plan member a letter advising that a provincial disease based program may provide coverage for the drug. This letter will generally be sent the next business day. The claimant will be asked to apply to the program and provide Great-West with a copy of the response from the province within 10 weeks. Included in the letter will be prior authorization forms that the claimant should complete and return to Great-West for coverage in the event that the province does not provide full coverage.

Co-ordination process for non-prior authorization drugs – When a claimant fills a prescription for a drug that is part of the enhanced disease based co-ordination process but **not** a Great-West prior authorization drug, Great-West will cover the drug for up to 10 weeks. At the pharmacy, the pharmacist will receive a message to pass along to the claimant that reads “apply to province or payment may be suspended.” Great-West will send the plan member a letter advising that a provincial disease based program

may provide coverage for the drug. This letter will generally be sent the next business day. The claimant will be asked to apply to the program and provide Great-West with a copy of the response from the province within 10 weeks.

How coverage works

Coverage for both new and existing claimants will be provided as follows. These rules apply to both prior authorization and non-prior authorization drugs.

- If the province provides full coverage, the drug will be removed as an eligible drug for the claimant.
- If the province provides partial coverage, the drug will continue to be a covered drug, and Great-West will pay any portion of the drug not covered by the province, according to the terms of the group benefits plan.
- If the province does not provide any coverage, Great-West will cover the drug according to the terms of the group benefits plan. (If the drug is a prior authorization drug, Great-West will require that completed prior authorization forms be submitted for review.)
- If a copy of the province’s response letter is not received within 10 weeks, coverage for that drug will be declined until Great-West receives a copy of the response. Once the response is received, coverage will be determined as outlined above.

Contract and booklet wording

Great-West will provide updated wording in contracts and booklets.

For more information

Please contact your group benefits advisor or Great-West group representative with any questions about the enhanced co-ordination process

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