

Third-Party Payors – Early Refills		
Plan	Code	Refill Rules
TELUS Health/Assure <sup>1</sup>	BCE	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 2/3</b> of the previously dispensed supply used</li> <li>- If a plan member requires an early refill OTHER THAN due to a change in dosage, they are required to pay cash for the claim and submit the receipt along with the reason for the early refill to the insurance carrier for payment consideration</li> </ul>
Express Scripts <sup>2</sup>	ESI	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 2/3</b> of previously dispensed drug used</li> <li>- Pharmacist to exercise professional judgement when applying an intervention override code, and only for a valid medical reason when an intervention has been conducted</li> <li>- DUR response and intervention codes available (Appendix 1)</li> <li>- Use of an intervention code requires written documentation to support it either directly on the prescription or on the hard copy, or electronically on the member's profile.</li> </ul>
Green Shield <sup>3,4</sup>	GS	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 80%</b> of the previously dispensed supply used</li> <li>- In order to approve the claim after receiving the DUR warning <b>D7: FILL TOO EARLY</b>, pharmacist must investigate, override with an appropriate intervention code, and document the reason for use:               <ul style="list-style-type: none"> <li>o <b>MK</b> – Good Faith Emergency Coverage Established</li> <li>o <b>MN</b> – Replacement Claim Due to Dose Change</li> <li>o <b>MV</b> – Vacation Supply (review vacation supply policy)</li> </ul> </li> </ul>
Non-Insured Health Benefits (NIHB) <sup>5</sup>	NIHB	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 2/3</b> of previously dispensed medication used</li> <li>- DUR intervention codes that can be used are found in Appendix 1. Additional intervention codes <b>MR</b> and <b>UL</b> for Lost Medication or Rx Not Filled – Pharmacists Decision, respectively</li> <li>- Reason for early refill must be documented (e.g., lost/destroyed/stolen medication; dosage change, vacation supply)</li> </ul>
Veteran's Affairs/IFHP/Medavie/Ontario Blue Cross <sup>6,7</sup>	OBX	<ul style="list-style-type: none"> <li>- The CDUR alerts the pharmacist to <b>REFILL TO EARLY</b> with code <b>D7</b>, and is dependent on policy-specific parameters</li> <li>- Must have a valid reason to exceed standard days' supply; contact provider for more information</li> </ul>

<b>SSQ Financial Group<sup>8,9</sup></b>	SSQ	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 1/2</b> of previously dispensed drug is used otherwise will get Code <b>D7</b> for <b>“Fill Too Soon”</b></li> <li>- The claim has not been approved for payment, but the pharmacist can use professional judgement to override it with an intervention code: <ul style="list-style-type: none"> <li>o <b>MK</b> – Good Faith Emergency Coverage Established</li> <li>o <b>MN</b> – Replacement Claim Due to Dose Change</li> <li>o <b>MV</b> – Vacation Supply</li> </ul> </li> </ul>
<b>Johnson Insurance<sup>10</sup></b>	JNS	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 2/3</b> of previously dispensed quantity used otherwise will get a <b>REFILL TOO SOON</b> response</li> </ul>
<b>NexgenRx<sup>11</sup></b>	NRX	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>less than 7-10 days left</b> of previous dispensed supply remaining (depending on carrier)</li> <li>- <b>D7</b> code for <b>REFILL TOO SOON</b> must be overridden for claim to go through</li> </ul>
<b>Ontario Drug Benefit (ODB) Program<sup>12</sup></b>	ODB	<ul style="list-style-type: none"> <li>- Eligible for refill when there are <b>10 days or less left</b> on previously dispensed supply of that medication.</li> <li>- Note: A <b>D7</b> code for <b>REFILL TOO SOON</b> will be received if it is an early refill, but the claim has been approved for payment. Pharmacists should verify and document the reason for the early refill and if a claim needs to be reversed, the applicable intervention code should be used: <ul style="list-style-type: none"> <li>o <b>UD</b> - consulted prescriber and changed drug</li> <li>o <b>UE</b> - consulted prescriber and changed quantity</li> <li>o <b>UL</b> - prescription not filled – pharmacist decision</li> <li>o <b>UH</b>- counselled patient, prescription not filled</li> </ul> </li> </ul>
<b>Canadian Benefit Providers<sup>13,14</sup></b>		<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 3/4</b> of the previously dispensed amount has been used</li> <li>- Pharmacist can use their professional judgement to override the <b>“Refill Not Allowed At This Time”</b> warning with an intervention code: <ul style="list-style-type: none"> <li>o <b>MN</b> - Replacement Claim Due to Dose Change</li> <li>o <b>MV</b> - Vacation Supply</li> <li>o <b>NF</b> - Override-quantity appropriate</li> </ul> </li> </ul>
<b>ClaimSecure<sup>15</sup></b>	CS	<ul style="list-style-type: none"> <li>- Eligible for refill when <b>at least 2/3</b> of dispensed drug is used otherwise will get <b>D7</b> code <b>REFILL TOO SOON</b></li> </ul>

**APPENDIX 1: DUR RESPONSES AND INTERVENTION CODES**

<b>DUR Responses</b>	<b>DUR Intervention codes</b>
<p><b>MW/MY</b> – Dispensed DIN is the same as drug dispensed by the same (MW) or another (MY) pharmacy provider and less than 67% of the days’ supply has elapsed from the previous claim</p> <p><b>MX/MZ</b> – Dispensed DIN is the same therapeutic class as drug dispensed by the same (MX) or another (MZ) pharmacy provider and less than 67% of the days’ supply has elapsed from the original claim</p>	<p><b>UA</b> - Consulted prescriber and filled Rx as written.</p> <p><b>UB</b> - Consulted prescriber and changed dose.</p> <p><b>UC</b> - Consulted prescriber and changed instructions for use.</p> <p><b>UD</b> - Consulted prescriber and changed drug.</p> <p><b>UE</b> - Consulted prescriber and changed quantity.</p> <p><b>UF</b> - Patient gave adequate explanation. Rx filled as written.</p> <p><b>UG</b> - Cautioned patient. Rx filled as written.</p> <p><b>UI</b> - Consulted other source. Rx filled as written.</p> <p><b>UJ</b> - Consulted other sources, altered Rx and filled.</p> <p><b>UN</b> - Assessed patient, therapy is appropriate.</p>

## References:

1. TELUS Health Pharmacy reference guide. Pages 20 -22. Accessed Mar 09, 2020. [http://page.telushealth.com/rs/655-URY-133/images/supportdoc\\_pharmacy-manual.pdf](http://page.telushealth.com/rs/655-URY-133/images/supportdoc_pharmacy-manual.pdf)
2. Express Scripts. Pharmacy Provider Manual. Page 18, 28. Accessed Mar 09, 2020. [https://www.express-scripts.ca/sites/default/files/ExpressScriptsCanada-Pharmacy\\_Provider\\_Manual\\_EN\\_Version\\_5.0.pdf](https://www.express-scripts.ca/sites/default/files/ExpressScriptsCanada-Pharmacy_Provider_Manual_EN_Version_5.0.pdf)
3. Green Shield Canada. Pharmacy Claims Manual. Pages 15-17. [https://www.providerconnect.ca/Carriers/GreenShield/Pharmacy/PharmacyManuals/en\\_CA/PharmacyClaimsManualEN.pdf](https://www.providerconnect.ca/Carriers/GreenShield/Pharmacy/PharmacyManuals/en_CA/PharmacyClaimsManualEN.pdf)
4. Called Green Shield Customer Service and was advised by Alessia. March 12, 2020 at 11:31am.
5. Non-Insured Health Benefits (NIHB). Pharmacy Claims Submission Kit. Pages 27-28, 48 -49. Accessed March 10, 2020. <https://provider.express-scripts.ca/documents/Pharmacy/Claims%20Submission%20Kit/2019%20NIHB%20Pharmacy%20Claims%20Submission%20Kit%20v9.0.pdf>
6. Medavie Blue Cross. Pharmacy Provider Guide. Page 15. [https://docs.medaviebc.ca/providers/guides\\_info/Pharmacy-Guide-2.pdf?mtime=20190117142823](https://docs.medaviebc.ca/providers/guides_info/Pharmacy-Guide-2.pdf?mtime=20190117142823)
7. Called Blue Cross Customer Service, advised by Kelly. March 12, 2020 at 11:45am.
8. SSQ Financial Group. Pharmacy Claims Manual. Page 17 – 18. <https://ssq.ca/en/media/5336/download>
9. Called SSQ Financial, advised by Grevy. March 12, 2020 1:35pm.
10. Called Johnson Insurance (1 866 773 5467), advised by Carmen. March 12, 2020 at 1:45pm.
11. Called NexgenRx, advised by Antisa. March 13, 2020 at 2:12pm.
12. Ontario Drug Programs Reference Manual, page 174-178. Accessed Apr 1, 2020. [http://health.gov.on.ca/en/pro/programs/drugs/resources/odp\\_reference\\_manual.pdf](http://health.gov.on.ca/en/pro/programs/drugs/resources/odp_reference_manual.pdf)
13. Canadian Benefit Providers. CBP Pharmacy Manual. Page 22. [http://www.cbproviders.ca/includes/assets/CBP\\_Pharmacy\\_Manual.pdf](http://www.cbproviders.ca/includes/assets/CBP_Pharmacy_Manual.pdf)
14. Called Canadian Benefit Providers, advised by Maya. March 12, 2020 at 2:30pm.
15. Called ClaimSecure Mississauga Office Payment Department (1 888 479 7587), advised by Susan. March 12, 2020 at 12:25pm.

April 20, 2020