



WHAT IS THE PROCESS IF A MEMBER IS PRESCRIBED A DRUG THAT IS ON THE PRIOR AUTHORIZATION LIST?

1. The member goes to the pharmacy and requests a prescription to be filled.
2. The pharmacist will receive a reject code stating the drug requires prior authorization (there is no “first-time” allowance, the prescription cannot be filled without the PA).
3. The member can contact either CINUP Customer Service or HealthWATCH®, who will direct them to the proper application form and answer any questions the member might have.
4. The member must take the form to their health care provider. Together they will fill out the form and the member will submit it to HealthWATCH.*
5. Once HealthWATCH receives the form, with all required information completed, they will render a decision within 48 hours.
6. HealthWATCH will notify the patient by phone to advise if the drug has been approved or denied. If approved, the drug exception will be added to the member’s file, typically within 24 hours of the decision.
7. If the drug is classified as a “Specialty Medication”, the member must fill the prescription through a pharmacy in the Preferred Provider Network (PPN). HealthWATCH will arrange with the member to fill the prescription at the most convenient approved pharmacy.

* Please note: If your doctor, when prescribing a medication, is aware the drug may require prior authorization, they can review the PA drug list on our website and obtain the appropriate form immediately to fill out for you to submit to HealthWATCH.

WHAT IS THE PROCESS FOR A MEMBER WHO IS ALREADY TAKING A PRIOR AUTHORIZATION DRUG?

If the member is already on a treatment plan that includes a drug on our PA program, we will provide time to transition to the new process. The plan will continue to reimburse the member for up to one year (until March 1, 2022). In that time, we highly recommend they register with HealthWATCH as soon as possible to avoid any delays with their claims. HealthWATCH can be contacted at 1-855-512-3739 (8:00 am to 8:00 pm ET) for assistance. They will need to submit their application for PA to HealthWATCH, not to CINUP.

During this period, if the medication is classified as a “Specialty Drug”, the member will be able to purchase the medication only at the pharmacy where they last filled the prescription. If they need to change pharmacies during this period of temporary approval, they will need to contact CINUP Customer Service first to make changes to their file.

WHAT IS THE PREFERRED PROVIDER NETWORK (PPN)†?

CINUP has enlisted Shoppers Drug Mart Inc. to act as the PPN for a select list of specialty drugs through their HealthWATCH specialty care service. Claims for these drugs are paid when they are purchased through Shoppers Drug Mart or one of their affiliated pharmacies (delivery to remote areas is also available). HealthWATCH specialty care can be contacted for more information at 1-855-512-3739 (8:00 am to 8:00 pm ET). Members will not be reimbursed for prescriptions filled for specialty drugs through any other pharmacies.

Please note: Only specialty medications are subject to the PPN†.

Except for these specialty drugs, members may fill prescriptions and obtain reimbursement for all other drugs covered by the plan, including those requiring Prior Authorization (PA) at the pharmacy of their choice.

WHAT IS A SPECIALTY DRUG?

Specialty medications are typically the higher-cost drugs used to treat severe and often uncommon medical conditions (e.g. severe rheumatoid arthritis, cancer, multiple sclerosis) and are typically subject to a prior authorization process. HealthWATCH will contact the member and guide them through the treatment journey if the drug is part of the PPN.

CAN A SPECIALTY DRUG PRESCRIPTION BE FILLED AT A DIFFERENT PHARMACY?

Members will not be reimbursed for purchases of specialty drugs through any pharmacies that do not fall within the PPN.

CONTINUED...



WHAT IF THE MEMBER OR DEPENDENT IS COVERED UNDER ANOTHER PLAN?

If CINUP is the first payer, or if the coordination of benefits is with a provincial government plan, the member will have to apply for the PA and will be subject to the PPN. If CINUP is not the first payer, and the member has another private drug plan as first payer, the member will need to apply for PA but will not be subject to the PPN. Members can purchase the specialty drug and be reimbursed for the prescription per the policy of the first payer's drug plan.

DOES THE TELUS ASSURE® CARD NEED TO BE USED TO FILL A PRESCRIPTION FOR A SPECIALTY DRUG?

Yes, specialty drug coverage with CINUP is only available through the Telus Assure card.

HOW DOES THE PPN PROCESS BENEFIT MY PLAN?

The HealthWATCH specialty care service has a number of benefits, including helping to manage costs on specialty drugs for plan sponsors and plan members. Using a PPN helps to protect the sustainability of the drug plan.

DOESN'T SHOPPERS HAVE HIGHER DISPENSING FEE COSTS?

The only drugs that need to be filled at Shoppers are the specialty drugs, all others can be filled at the member's pharmacy of choice. Due to our agreement with Shoppers for the prior authorization/PPN program the extra dispensing costs are more than covered in the preferred pricing we are receiving.

HOW DOES USING A PPN HELP MEMBERS?

HealthWATCH helps members by providing clinical support for specialty drugs when medications are dispensed at more than 1,600 Shoppers Drug Mart, Loblaw or affiliated pharmacies across Canada, excluding Quebec (home delivery is also an option for those living in remote areas). Plan members can also benefit from savings on other purchases through discounts at Loblaw Optical and Shoppers Home Healthcare/Wellwise stores.

In summary, members will benefit from[†]:

- Patient education
- Claim assistance
- Reimbursement assistance
- Medication adherence support
- Ongoing patient support
- Discounts of up to 20% on frames, lenses, prescription safety glasses and contact lenses

HOW DOES THE PRIOR AUTHORIZATION PROCESS INTEGRATE WITH PROVINCIAL PHARMACARE PROGRAMS?

If the member is eligible under the provincial pharmacare programs available in British Columbia, Saskatchewan or Manitoba, they will need to follow the authorization process of that province as the first step. They will then need to submit a copy of the approval/denial statement from the provincial program to HealthWATCH with the PA request. If they were approved by the provincial program, they will be automatically approved by HealthWATCH. If they were declined by the provincial program, then HealthWATCH will complete their standard prior authorization process to determine eligibility.

[†] PPN is not applicable to residents of Quebec, therefore services and discounts offered through the program are not available. Members of Quebec firms, but who reside outside of Quebec, are subject to the PPN program.