

Prior Authorization at Green Shield Canada (GSC)

Prior authorization is a program where certain drugs require pre-approval from GSC before we will pay a claim under your company's drug plan.

Why do prior authorization drugs require approval?

Prior authorization drugs tend to be expensive and/or have the potential to be used inappropriately – either through excessive use or for unapproved medical conditions. For each prior authorization drug, GSC establishes medical criteria that you must meet before approval for coverage is granted.

How does the prior authorization program benefit me?

The prior authorization program works for you by ensuring that drugs are taken for the approved medical conditions, and that standard first-course drug therapies have been tried before second-course treatments are approved. With rising drug costs and concerns around safety and usage, it is important to appropriately evaluate drugs. It's simple – the prior authorization program ensures you receive the best drug options possible, while ensuring the money spent on your company drug plan is spent wisely.

Find out whether a drug requires prior authorization...

Check the status of the prescribed drug by asking your physician what drug is being prescribed (you probably won't be able to read the prescription). Then you can find the status of that drug in one of two ways: call GSC at 1.888.711.1119 or ask your pharmacist to submit the drug claim electronically using your GSC ID card.

If the prescription is for a drug that requires prior authorization, you have two options to choose from, depending on how quickly you want to start taking the drug:

YOUR OPTIONS		THINGS TO CONSIDER
A	Apply for prior authorization from GSC (see reverse for instructions).	You'll know for sure whether the drug will be covered under your plan. However, if you take this step first, it may take a little longer to get your prescription filled.
B	Fill the prescription at your own expense first, then submit a paper claim to GSC for processing.	You receive your drug immediately, but you will still have to go through the prior authorization process. If your application is denied, you will not be reimbursed for your out-of-pocket costs for the drug.

How to apply for prior authorization

1. **Get a GSC Eligible Criteria Sheet and a Prescription Drug Special Authorization Form** for the prescribed drug. There are two ways to do this:

Contact GSC to request the Eligible Criteria Sheet and the Prescription Drug Special Authorization Request Form for the prescribed drug.

By email: drugspecial.autho@greenshield.ca

By phone: 1.888.711.1119

Or

Ask your pharmacist to print the Eligible Criteria Sheet and the Prescription Drug Special Authorization Request Form from providerConnect™. Your pharmacist can either give you the forms or fax them directly to your physician (if your physician accepts pharmacy faxes).

2. Ask your physician to assess your eligibility by reviewing the Eligible Criteria Sheet.

- If you are **eligible**, complete the Prescription Drug Special Authorization Request Form with your physician.
- If you are **ineligible**, ask your physician about alternative drugs or fill the prescription at your own expense.

3. **Submit** the Prescription Drug Special Authorization Form to GSC:

By email: Scan the document and email to drugspecial.autho@greenshield.ca

By mail: Green Shield Canada, Attn: Drug Special Authorization, P.O. Box 1606, Windsor, ON N9A 6W1

By fax: 1.519.739.6483

When will my request be processed?

GSC will process your request within two business days from the time we get it, and every effort is made to process your request quickly and avoid delays. You will receive a response by regular mail or by email (if you emailed the form and requested a response by email). You can also check the status of your request by calling the GSC Customer Service Centre at 1.888.711.1119.

The results...

Approved – If your request is approved, the drug will be paid for by your company's drug plan, and you can fill your prescription as usual by presenting your GSC ID card.

- For certain prior authorization drugs, GSC approves coverage only for a specific period of time. Should you need the drug beyond the initial approval period, further information will be required to be approved for an additional period.

Denied – If your request is denied, the drug will not be paid for by your company's drug plan. You can choose to pay for the drug yourself, or ask your physician about alternative drugs.

Good news!

Once you receive approval for a prior authorization drug, your profile in the GSC claims system is updated so that all future claims for the same drug are automatically approved.

Need help?

Contact the GSC Customer Service Centre at 1.888.711.1119, Monday to Friday, 8:30 a.m. to 8:30 p.m. (Eastern Time). And remember to tell your physician and pharmacist that your drug plan includes a prior authorization program.

My Benefits

1.888.711.1119
greenshield.ca