



Pharmacy Suspension Notice: Dewdney Drugs (1986) Ltd. – NIHB CLIENTS

Resulting from the closure of Dewdney Drugs (1986) Limited, it has become necessary for patients, including patients who have coverage from Non-Insured Health Benefits (NIHB), to obtain prescriptions from a new pharmacy for prescriptions which they had filled at Dewdney Drugs.

In cases where a code appears when submitting a claim for a medication previously filled at Dewdney Drugs from NIHB, they have provided the following information. Providers can also contact the Provider Claims Processing Call Centre at 1-888-511-4666 for support.

Pharmacy Benefit Information: Reminder - Emergency Supply of Medications

The NIHB Program would like to remind clients of the emergency supply process that allows pharmacy providers to immediately dispense a short course of medication (up to 4 or 7 days' supply, depending on the province or territory) to treat serious and urgent health conditions, such as antibiotics or medication to prevent blood clotting after surgery.

Most medications covered by NIHB are open benefits. Prescriptions for open benefit medications can be filled without prior approval. For other medications requiring prior approval, the pharmacist must contact the NIHB Drug Exception Centre (DEC). The DEC may need to contact your doctor if more information is required for prior approval.

If your pharmacist says they are unable to fill an urgent prescription because they have to wait for prior approval, please remind them about NIHB's emergency supply process. Your provider can call the DEC and ask them to authorize an emergency dispense during normal business hours (Monday to Friday from 8:00 AM to 6:00 PM in all time zones). If the DEC is closed, providers can still dispense an emergency supply, and contact the DEC on the next business day to request a back-dated approval.

For more information, you can consult the Provider Guide for Pharmacy Benefits, Section 3.6 Emergency Supply Process.

For other Express Scripts Canada (ESC) clients, replacement claims may invoke a DUR edit e.g. Duplicate Drug or Duplicate Therapy. If this occurs, pharmacies can apply an intervention code to override the edit and allow for the processing of the claim. For audit purposes the documentation to support the use of the intervention code as indicated in the ESC pharmacy provider manual, should be retained.

If further support is required, providers can contact the Express Scripts Canada Provider Call Centre at 1-800-563-3274.

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