

Bulletin # 4

April 8, 2020

NB Drug Plans Special Bulletin COVID-19

In response to the current COVID-19 pandemic, the New Brunswick Drug Plans will temporarily suspend mailing the following printed materials, effective **April 8, 2020** until further notice:

Application Forms and Letters

Applicants may obtain copies of the application forms for all of the New Brunswick Drug Plans by accessing the Department of Health's [website](#) or may contact the Inquiry Line to request an application form via email. Application forms may be submitted to the New Brunswick Drug Plans for processing via mail, fax or over the telephone.

Applicants may contact the Inquiry Line to obtain information regarding the status of their application or existing coverage (e.g. effective date of coverage, identification number, premium amounts, requests for premium receipts, etc.).

The mailing of identification cards for the New Brunswick Prescription Drug Program will temporarily be suspended. Members must use their New Brunswick Medicare number in place of their identification card at the pharmacy.

Special Authorization Decisions

Special authorization **approvals** may be confirmed by contacting the New Brunswick Drug Plans via telephone or pharmacies may attempt to submit the claim electronically for processing. Special authorization requests that **do not meet criteria or that are missing information** will be faxed to the prescriber.

We will continue to actively monitor information regarding COVID-19 as it is received and will assess these changes on an ongoing basis. For further assistance, or if you have any questions regarding this change, you may call our toll-free Inquiry Line at 1-855-540-7325 (Monday – Friday, 8 a.m to 5 p.m.).