

Bulletin # 6 (Revised)

April 27, 2020

## Frequently Asked Questions COVID-19

### Collection of Extra Co-Payments in Pharmacies under the New Brunswick Drug Plans

#### Q.1 Which claims are eligible to have the co-payment reduced to zero?

Where a pharmacist had to decrease the days' supply of a patient's prescription to 30 days due to the directive of the New Brunswick College of Pharmacists, in place from March 17<sup>th</sup> to April 23<sup>rd</sup>, patients should only be charged a co-payment on their initial 30-day prescription fill if, based on their claim history, they normally fill their prescription in excess of 30 days (e.g. 60, 90 or 100 days).

The co-payment on the second or third fill of the same prescription should be reduced to zero if the pharmacy previously had to reduce the days' supply to 30 days or if the prescriber modified the prescription to a 30-day supply to accommodate the directive from the NB College of Pharmacists. Co-payments may be reduced to zero to a maximum of 2 refills per 100 days and prescription claims must be submitted prior to June 23<sup>rd</sup>.

Patients who normally fill their prescriptions for 60, 90- or 100-days' supply	Pharmacy action on subsequent fill(s)
<p>The days' supply was decreased to 30 days on the initial fill and the co-payment was applied.</p> <p>The patient <b>received</b> their 2<sup>nd</sup> fill prior to April 24<sup>th</sup> and the co-payment was reduced to zero.</p>	<p>May reduce co-payment to zero.</p>
<p>The days' supply was decreased to 30 days on the initial fill and the co-payment was applied.</p> <p>The patient has <b>not received</b> their 2<sup>nd</sup> fill prior to April 24<sup>th</sup>.</p>	<p>May reduce co-payment to zero.</p>
<p>The patient presents a prescription for a 30 days' supply (no refills) for a drug that they normally fill for more than 30 days (e.g. 60, 90 or 100 days), and the patient returns with a second and third 30-day prescription <b>prior to June 23<sup>rd</sup></b>.</p>	<p>May reduce the co-payment on the second and third 30-day fill to zero.</p>

**Q.2 Which claims are ineligible to have their co-payment reduced to zero**

- If the patient normally filled the same prescription for a 30 days' supply or less, based on their claim history, or
- If it is a new prescription for the patient, or
- If this is the initial fill of a prescription for a 60, 90- or 100-days' supply, or
- If the drug is provided as a benefit under the Multiple Sclerosis Plan (Plan H).

**Examples:**

- If the patient has a prescription for a designated high cost drug, narcotic or other controlled substance, the patient should be charged their regular co-payment amount each time they obtain a refill.
- If the patient regularly fills their prescriptions every 30 days (based on their claim history), the patient should be charged a co-payment every time they obtain a refill.

**Q.3 How do pharmacies flag eligible claims in order to reduce the co-payment to zero?**

The Intervention Code "EV" must be used. Use of this code will not immediately reduce the co-payment to zero. This code is being used to track claims for re-submission which will be processed at a later date.

Once pharmacy adjudication system enhancements are completed, the New Brunswick Drug Plans will reverse and re-submit eligible claims that were submitted using Intervention Code "EV" by pharmacies. No further work will be required by pharmacies. **Eligible claims must be submitted prior to June 23, 2020.**

**Q.4 When will pharmacies be reimbursed for the co-payments not collected from members?**

Work on pharmacy adjudication system enhancements is in progress and will be completed as soon as possible. The timeline for reimbursements will be communicated to pharmacies in the coming weeks.

**If you have any questions, please call the New Brunswick Drug Plans toll-free Inquiry Line at 1-855-540-7325 (Monday to Friday, 8 a.m. to 5 p.m.).**