

Quantity authorizations for Alberta Health programs reinstated

On March 20, 2020, in Benefact 847, we communicated to you temporary measures to protect the drug supply for Albertans. We thank you for your tireless work supporting your patients and communities through this pandemic.

While non-essential travel outside the province is still not recommended at this time, supply levels for prescription drugs continue to appear to be recovering and the approval process for quantities of prescription medications beyond 100-days' supply will be reinstated, effective October 15, 2020. This process is available only for members leaving the province for more than 100 days.

Pharmacists should continue to use professional judgment relative to availability of drugs in their pharmacy and dispense a lesser-days' supply when necessary to maintain the integrity of Alberta's supply chain.

Process to claim over 100-day supply



Direct bill

Submit claim for over 100-day supply

1. Member presents a prescription(s) for a greater than 100-day supply.
2. Submit real-time claim for required medication.
3. The claim will be adjudicated and accepted if the member is eligible for a supply of greater than 100 days (to a maximum of 200 days). No further action required. **Where applicable coordination of benefits will be applied at time of claim.**
4. Claim is rejected with response code: **SD**: "Maximum days' supply allowed is X." Days' supply exceeds quantity authorized.
5. Resubmit the claim after adjusting the quantity to "X" days as indicated in the **SD** response code. Claim is adjudicated and accepted according to the member's coverage. No further action required.
6. Claim is rejected with response code: **D9**: "Call Adjudicator." Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval.



Phone

Call only in listed situations

- Only in the circumstances listed below** should you contact Alberta Blue Cross for authorization of an over 100-days' supply:
1. Product dispensed is a Narcotic/controlled drug benefits.
 2. If packaging of medications doesn't allow for the drug to be dispensed in the amount of the days' supply requested (such as didrocal kits, insulins or inhalers).
 3. Claim rejected with response code **D9**: "Call Adjudicator."
 4. Claim is rejected with response code: **KN**: "Day supply limit for period exceeded". The days' supply requested is greater than the approved Special Authorization period."
 5. Claim is for a biologic or high-cost drug. Please allow two weeks for review and approval process.

When phoning, please have the following information ready:

- Pharmacy licence number
- Alberta Blue Cross ID number
- DIN(s)
- Member's first and last name
- Personal Health Number (PHN)
- Quantity requested
- Date of birth
- Days' supply

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Criteria for approval of Group 66 and Group 1 over 100 days' supply

- Available only for members leaving the province for more than 100 days.
- One authorization per benefit period (July 1 to June 30).
- Up to a maximum of 200 days' supply, consider quantities on hand.
- Plan members must be stabilized on their medication.
- Drug benefits requiring Special Authorization that are limited to a maximum of less than 100 days' supply (such as Enbrel and Humira, etc.) will not be approved. Please contact Alberta Blue Cross for consideration of these drug benefits beyond the maximum days' supply as per the existing Special Authorization criteria.
- Authorizations for palliative care members will not be approved.
- Authorizations for members with less than 90 days' coverage prior to the request for over 100 days' supply will not be approved.

Below is a summary of the response codes and messages you may receive when submitting claims for authorization of a greater than 100-day supply.

| Response code | Response message | Reason for response code (adjudication outcome) | Steps to manage claim rejection |
|---------------|---|---|---|
| SD | "Max Days supply allowed is X" | Days' supply submitted exceeds maximum days supply allowed. | Claim can be resubmitted with a maximum X-day supply allowed as indicated in the first line of the response message. (Note: quantity to be adjusted to the day supply allowed) |
| | "Days' supply exceeds quantity authorized" | Days' supply submitted exceeds days supply authorized by Alberta Blue Cross. | Claim must be resubmitted with the approved days' supply authorized by Alberta Blue Cross. |
| DP | "Quantity exceeds maximum per claim" | Quantity submitted is greater than quantity authorized by Alberta Blue Cross. | Claim must be resubmitted with quantity authorized by Alberta Blue Cross. |
| DR | "Days' supply lower than minimum allowable" | Days' supply submitted is lower than days' supply authorized by Alberta Blue Cross. | Claim must be resubmitted with days' supply authorized by Alberta Blue Cross. |
| DQ | "Quantity is less than minimum per claim" | Quantity submitted is less than quantity authorized by Alberta Blue Cross. | Claim must be resubmitted with quantity authorized by Alberta Blue Cross. |

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|----|--|---|---|
| D9 | "Call adjudicator" | <p>The member has Alberta Human Services (AISH) coverage.</p> <p>Narcotic or controlled medications.</p> <p>Packaging of medication cannot be dispensed in a days' supply equal to the days' supply request (such as Didrocal kits, insulin or inhalers).</p> <p>Final days' supply submitted exceeds the term date of the member's coverage.</p> | Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval. |
| KN | "Days' supply limit for period exceeded" | The days' supply request is greater than the approved special authorization period. | Authorization may be eligible but requires the pharmacy provider to contact Alberta Blue Cross for consideration of approval. |

When you have questions:

For assistance with benefit or claim inquiries, please contact an Alberta Blue Cross Pharmacy Services Provider Relations contact centre representative at:

780-498-8370 (Edmonton and area) • **403-294-4041** (Calgary and area) • **1-800-361-9632** (toll free)

FAX 780-498-8406 (Edmonton and area) • **FAX 1-877-305-9911** (toll free)

Alberta Blue Cross offers online access to current Pharmacy Benefits and supplemental claiming information to assist with the submission of your direct bill drug claims. Visit <https://www.ab.bluecross.ca/providers/pharmacy-home.php>



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