

EASY PRESCRIPTION DRUG CLAIMS – JUST SHOW YOUR CARD!

The PDD card is a fast and easy way to cover your eligible prescription drugs. No claim forms to complete. No waiting for a cheque in the mail. All you do is present your card, and your pharmacist will send us your claim electronically. Sun Life Financial pays the covered amount directly to your pharmacy so you only have to pay the balance.

GETTING YOUR PDD CARD

You can download and print your card from mysunlife.ca once PDD is in effect for your plan.

TWO WAYS TO SHOW YOUR CARD

1. You can present your drug card at the pharmacy.
2. You can also use your smartphone as your drug card by downloading the **my Sun Life Mobile app** on your phone. The app is available through the Android and Apple app stores.

WORKING FOR YOU

Here are some tips to ensure your drug card works well for you and your family.

- All drug cards issued for you and your family will show your name as cardholder. When your family members present the card to the pharmacist, they will need to indicate their relationship to you as primary cardholder.
- Always carry your drug card with you and present it to the pharmacist when you drop off your prescription.
- If you get a new drug card be sure to let your pharmacist know. The pharmacist keeps a separate computer file for each individual patient, so ask him or her to update the files for all your family members at the same time.
- If you have family coverage, it's important to notify your plan administrator about any life event changes (i.e. marriage, new child, your spouse loses their own coverage), or any changes to your dependents' information. Remember to include dependent children attending a post-secondary school who still need to be covered.
- It's vital that birth dates for you and your family are correct both at your pharmacy and in your benefit records. This information acts like a PIN number linking all information together to process your claim, so if a date is incorrect it could result in the claim being declined.

- If your pharmacist does not accept drug cards (most pharmacies across Canada accept them), you'll need to pay for the prescription yourself and then submit a paper claim with your original receipt or submit online.

If your spouse also has a benefit plan that includes a PDD card, your pharmacist can send claims electronically to both plans at the same time – to make the initial claim and then claim the unpaid balance from the other plan. (This is called coordination of benefits.) If you and your spouse both have dependent coverage, you should submit claims for dependent children first to the plan of the parent whose birthday falls earlier in the year.

KNOW YOUR PLAN

Having a drug card doesn't mean all drug claims are covered or that they will be reimbursed at 100%. Your benefit plan covers a list of drugs that have been determined by Sun Life in consultation with doctors, pharmacists and your drug card provider. According to your benefit plan, there are different levels of reimbursement, including a small number of items that are not eligible for reimbursement. You can check the level of reimbursement on the Sun Life website, **my Sun Life Mobile app** or your benefit plan booklet. You may want to discuss another option with your doctor before filling a prescription.

YOUR PHARMACIST'S ROLE

Your pharmacist plays a valuable role in helping to manage drug care and protecting you from health risks.

Your PDD plan also plays a key role. Connected to an electronic network that tracks your drug card claims, your pharmacist can identify if a drug you are buying could potentially be harmful in light of your health history or your other medications. They will then discuss the risk with you and can suggest another medication or consult with your doctor.

It's important that you work together with your benefits administrator and your pharmacist to ensure the plan works the best it can for you.

