

- Your GSC account number
- Date of service

Note (a) Items required for sports activities only or as a result of work-related injury or motor vehicle accident are not eligible. When calling for pre-authorization, if the patient is a resident of a hospital or a long term care facility, we must be advised, as this may affect their eligibility for certain items. Claims are processed and payments are issued daily.

(b) Medical equipment and supplies are not subject to the patient's drug co-pay, however they may be subject to co-pays and/or deductibles applicable to their EHS coverage.

Submit claims by uploading the claim information to GSC on providerconnect.ca. Follow the steps shown above.

Or mail claims to:

Green Shield Canada
8677 Anchor Drive, P.O. Box 1606
Windsor, ON, N8N 5G1
Attention: E.H.S. Department

5. CLAIM PROCEDURES FOR ONLINE CLAIMS TRANSMISSION

5.1 Special Claims

(a) Extemporaneous Mixtures, Topical Extemporaneous Compounds Policy

Topical Extemporaneous Compounds:

Eligible Ingredients

Camphor
Benzoin Tincture
Liquor Carbonis Detergens (LCD)
Coal Tar
Salicylic Acid
Menthol
Sulfur
Tar Distillate
Erythromycin Powder
Clindamycin Powder
Ketoconazole Powder
Metronidazole Powder
Clotrimazole Powder
Miconazole Powder

Eligible Bases

Aquaphor Ointment (02009609)
Dermabase (00067350)
Glaxal Base (00295604)
Anhydrous Lanolin (01923129)
Petrolatum Jelly (00094854)
Eucerin Ointment (00900907)
Taro Base (00960063)
Rougier Base (00964956)
Mediderm Cream Base (00961582)
Transal Base (00962511)

One or more of any of the Eligible Ingredients may be added to:

1. Any of the listed Eligible Bases.
2. Any topical drug product that is already a benefit of the individual's drug offering.

Compounding of two or more creams/ointments that are already benefits of the plan are eligible with or without additional eligible ingredients.

Compounds must contain an active ingredient in a therapeutic concentration that is an eligible benefit of the plan member's offering.

Compounds for cosmetic purposes such as baldness, dry skin, or facial wrinkles are not eligible benefits.

Extemporaneous Compounds:

Any compound (oral, topical, injectable, etc.) that duplicates the formulation of a manufactured pharmaceutical product (current or discontinued) is not eligible.

Unproven compounds are not eligible benefits. For example, drugs intended for oral use that are compounded into a topical mixture would be considered unproven.

Claims for compounds intended to be used orally, rectally, vaginally, injected, ophthalmic or otic preparations must contain a DIN of an eligible product to be covered. Compounds in which a pure raw chemical is used are ineligible. Any compounded item that is considered "experimental" in nature is ineligible.

Compounded prescriptions for "Triple P" therapy that use *Prostin VR*[®] as an ingredient are not eligible benefits of GSC as erectile dysfunction is not an approved indication of this product. Such claims must use alprostadil powder or *Caverject*[®] to be considered eligible for coverage.

Although the GSC Compound Policy does not explicitly list levigating agents such as water and glycerin as eligible ingredients, it is recognized that these excipients are necessary for some compounds. The addition of such agents in small amounts will not render the entire compound ineligible. However, in cases where the amount of such ingredients is significant enough to be more than a simple levigating agent, the compound may be considered ineligible.

Please note that any extemporaneous compound claim submitted electronically, though paid initially, will be reversed should audit determine it ineligible based on GSC's Compound Policy.

Claim adjudication cannot fully determine the eligibility of each ingredient without auditing claims. Claims are audited randomly, but may also be targeted based on a high cost in relation to the submitted DIN/PIN.

Topical extemporaneous compounds should be submitted using the DIN/PIN of the vehicle (base). All other compounds should be submitted using the DIN/PIN of the active ingredient.

If you are unsure as to the eligibility of the compound, it is recommended that you contact our Contact Centre for verification prior to submitting the claim.

(b) Compound Codes

Below is a table of CPhA standard codes for compounded products. Please use the appropriate code for the corresponding mixture when submitting your prescription.

Code	Type of Compound
0	compounded topical cream
1	compounded topical ointment
2	compounded external lotion
3	compounded internal use liquid
4	compounded external powder
5	compounded internal powder
6	compounded injection or infusion
7	compounded eye/ear drop
8	compounded suppository
9	compounded other

(c) Generic Plans

If a plan member/patient has a mandatory product selectable plan, product selection will occur (i.e., if a generic exists), in all applicable cases except if the doctor has specified “no substitution” (i.e., CPhA Product Selection field = 1, Doctor’s choice). Our adjudication process applies this rule and returns a response code indicating that generic plan product selection has occurred.

Some GSC plans have a copayment that is dependent on product selection. A product select code of 1 (physician no substitute) or 2 (patient no substitute) should only be used in those situations where a legally interchangeable product would be otherwise available. This will ensure the application of the correct copayment.

5.2 Frequently Used PINs

Use pseudo-DINs (PINs) assigned by your provincial formulary, or those created by GSC for diabetic supplies, lancets, and some other items.

A list of frequently used pseudo-DINs (PINs) is available at providerconnect.ca in the What You Need/Pharmacy Provider section. Instructions on accessing this list are available in Appendix II.

Billing of these items are on a cost + fee basis, therefore, the cost of the product, the markup, and the pharmacy’s professional fee must be submitted in separate fields for adjudication by GSC.

5.3 Relationship Code

The relationship field must always be populated as it is a requirement for some GSC plans.

Below is a table of standard codes for relationships that should be used when setting up the patient in your pharmacy system. Select the appropriate code to show the relationship of the patient to the cardholder when submitting your prescription.