

Frequently Asked Questions by Plan Members

Who Require Special Authorization for Their Drugs

1. What is Special Authorization (SA)?

Your drug plan may designate a drug as “Special Authorization (SA) Required”. Drugs requiring special authorization are primarily either expensive or have the potential for inappropriate use. In order to obtain coverage for SA drugs through your plan, you must first meet pre-established clinical criteria.

2. Why does my Drug Plan have Special Authorization?

Special Authorization is the process of selecting the right drug for the right person at the right time. The Special Authorization process ensures that:

- a. Drugs are prescribed and used only for approved indications.
- b. Higher cost drugs are reserved as second line treatment, after prior therapy of more cost-effective drugs has proven unsuccessful.

With escalating drug costs, ClaimSecure management of Special Authorization drugs is critical for controlling drug benefit costs and is key in ensuring the sustainability and affordability of drug plan coverage for you and your family.

3. If my Doctor prescribed this drug, shouldn't the drug plan pay for it?

In most cases, your drug plan will pay for drugs your doctor has prescribed. However, if more cost-effective treatment options are available, or the prescribed drug has the potential to be used for other than intended, it may be designated as “Special Authorization Required”. This does not prevent you from obtaining the drug; Special Authorization is a decision process to determine whether a drug is eligible to be covered under your plan.

4. Isn't Special Authorization challenging the doctor's decision?

The physician's prescribing decision or expertise is not being challenged with the Special Authorization process. Health Canada has officially approved the use of the drug under certain conditions and your drug plan is designed to cover the drug under those conditions. In certain cases, there may be more cost-effective drugs that are actually better suited that should be tried first. A list of Special Authorization drugs and criteria is available for you to share with your physician.

5. What happens if I try to fill a Special Authorization drug at my pharmacy?

When a pharmacist attempts to process a prescription for a drug requiring Special Authorization, an electronic message will come back stating “DIN not covered; Special Authorization required”. When this occurs, please apply for Special Authorization by following the steps outlined in this brochure.

6. How do I know which drugs are covered under Special Authorization?

Your drug plan publishes a list of drugs that require Special Authorization along with the criteria for approval. A copy can be obtained from your plan administrator or from ClaimSecure's website at www.claimsecure.com.

7. How does my drug plan decide which drugs are Special Authorization and what criteria to apply?

Your drug plan employs a team of clinical experts (physicians and pharmacists) to evaluate drugs and designate Special Authorization status. This clinical team continually updates approval criteria and evaluates requests for coverage.

8. How can you deny my drug? My Doctor says I need this drug!

Your drug plan does not deny any member access to a drug. Rather, it makes a decision on coverage from a joint perspective, considering clinical and financial aspects. If your claim is denied, there is still the option of paying for the drug out-of-pocket or there may be other funding options available, such as government assistance or manufacturer support. You will be informed of these options in writing, if available.

9. I need my medication right now. Can I get it while awaiting evaluation of my Special Authorization request?

You have the option of paying for your medication out-of-pocket while awaiting evaluation of your request. If the drug is approved, you will be reimbursed retroactively. If you do not wish to pay for the drug, you may speak to your physician about other suitable treatment options that are covered by your drug plan.

10. If my dosage changes, do I need to go through this process again?

When you have a change in dosage, your pharmacy may not be able to automatically fill your new prescription. However, you do not need to complete a new form. Please contact ClaimSecure's Customer Response Centre at 1-888-513-4464 and let the agent know you are on a new strength. Alternatively, your pharmacist can also call on your behalf for changes in dosage.

11. Do I need to complete a Special Authorization form every time I get my prescription refilled?

Once a drug is approved for coverage, you may obtain subsequent refills from your pharmacy using your ClaimSecure prescription drug card. If your approval has a limited time period or limited supply, you will be provided these details in the letter you will have received from ClaimSecure. At the time of renewal, a new Special Authorization form must be completed.

12. My doctor charges a fee to complete Special Authorization forms. Will my drug plan reimburse this cost?

No. Any fee charged by healthcare providers to complete a Special Authorization form is the responsibility of the Member.

13. Where can I get Special Authorization forms?

Special Authorization forms may be obtained by calling the ClaimSecure Customer Response Centre at 1-888-513-4464. These forms are also available from the ClaimSecure website: www.claimsecure.com.

14. Will the pharmacist/physician be familiar with this process and will my doctor know what drugs need Special Authorization?

Your pharmacist/physician will be familiar with the Special Authorization process as it is similar to that required by other drug benefit providers and the government. It is recommended that you obtain/download a copy of the Special Authorization criteria and form to take with you when you visit your doctor. You and your doctor can then review and discuss the Special Authorization criteria prior to the prescribing of a new drug. Your doctor will determine if the form needs to be completed. This step will save a return visit to the physician for completion of the form. In some cases, based on the criteria, your physician may decide to prescribe a medication that is already covered by your plan.

15. When I apply for Special Authorization, will my Employer be informed of which drugs I am taking?

No. Any information provided to your drug plan remains confidential, as required by law.

16. My previous employer covered the medication I'm currently taking; now I'm told it will be Special Authorization under my new Employer's drug plan. What are my next steps?

In most cases, if you are currently on a medication that was covered but is now designated as Special Authorization, you will automatically be covered based on your prior history of usage. Please contact your Employer or the ClaimSecure Customer Response Centre (1-888-513-4464) to confirm coverage status of your medication.

17. I pay for my prescriptions and submit the receipt manually. Does the Special Authorization process still apply?

Yes. The Special Authorization process still applies.

If you pay cash at the pharmacy for a Special Authorization medication and later submit the receipt, your claim will be denied and you will be informed that you need to apply for Special Authorization. If your application is approved, you can re-submit your receipts for payment. However, if the application is denied, you will not be reimbursed for the medication you have already paid for.

If your plan requires you to submit prescription receipts manually, it is very important to share the Special Authorization drug list and criteria with your physician to ensure you are either prescribed a drug covered under your plan or you meet criteria for a Special Authorization drug before purchasing the prescription.

18. Where do I get more information?

ClaimSecure Customer Response Centre: 1-888-513-4464

Website: www.claimsecure.com

Special Authorization forms are available from the Customer Response Centre (by mail), or may be directly downloaded from the website. In addition, your company's plan administrator may keep a small supply on hand.

THE SPECIAL AUTHORIZATION APPROVAL PROCESS

TAKE YOUR PRESCRIPTION TO YOUR PHARMACY.



THE PHARMACIST IS NOTIFIED ONLINE THAT THE DRUG REQUIRES SPECIAL AUTHORIZATION.



CALL CLAIMSECURE AT 1-888-513-4464
OR VISIT WWW.CLAIMSECURE.COM.



CLAIMSECURE SENDS YOU A SPECIAL AUTHORIZATION
FORM AND DESCRIBES THE ELIGIBILITY CRITERIA. YOU MAY ALSO
OBTAIN THIS INFORMATION ONLINE AT WWW.CLAIMSECURE.COM.



TAKE THE FORM TO YOUR DOCTOR AND DISCUSS CRITERIA.



IF YOU MEET CRITERIA, YOUR DOCTOR COMPLETES THE FORM.
PLEASE MAKE SURE THE FORM IS FULLY COMPLETED.



RETURN THE COMPLETED SPECIAL AUTHORIZATION FORM FOR ASSESSEMENT TO
CLAIMSECURE BY MAIL OR FAX (905) 949-3029 OR EMAIL AT S.Authorization@Claimsecure.com.



CLAIMSECURE AUTHORIZES/DENIES PAYMENT AND NOTIFIES YOU.



FILL THE PRESCRIPTION IF AUTHORIZED.



IF NOT AUTHORIZED, DISCUSS ALTERNATIVE TREATMENT OPTIONS WITH
YOUR DOCTOR AS ADVISED IN THE LETTER YOU RECEIVE.

**TIPS ON MAKING IT EASY:
THE SPECIAL AUTHORIZATION PROCESS**

1. Save the list of Special Authorization drugs and approval guidelines along with copies of the Special Authorization form in your patient file at your doctor's office.
2. Consult the Special Authorization list when your doctor prescribes a new medication to determine eligibility.
3. Ensure criteria are met or that the drug prescribed is not a Special Authorization drug before filling your prescription at the pharmacy.