



Carrier Notice

May 16, 2024

Province: BC, AB, MB

Carrier Update

Replacement of Lost Medications – BC, AB and MB Wildfires

Overview

- In response to the ongoing wildfires in British Columbia, Alberta and Manitoba, TELUS Health will extend the allowance of early refills for plan members who have lost their medications as a result of these fires.
- Although it is TELUS Health's policy not to allow replacement claims online, we will allow early refills that are replacing lost medications until June 16, 2024.
- A fax notification will be sent to all pharmacy providers in BC, Alberta, and Manitoba advising of this exception.

Expected Impact

- Scenario: Response Code – “Refill Too Soon”
 - Patient is replacing lost medication due to wildfire
 - Pharmacy to proceed with adjudication:
 1. Add intervention code “UI – Consulted other source. Filled RX as written”
 2. Document on hard copy or notes “*Replacement due to BC or AB or MB wildfires*” for reference

Carrier Action

- No action required

TELUS Health Action:

- TELUS Health will continue to monitor the situation and will update accordingly.

For more information, please contact your Account Executive.