



Tuesday, November 2, 2021

This pharmacy communication is confidential and is for your pharmacy only.
Forwarding this communication to other parties is a violation of your Provider Agreement.

Hello Pharmacy Staff,

For those patients intending to travel during the upcoming season, we are reminding all pharmacies to confirm with your patients that approvals have been arranged for their vacation supply / extended days' supply or early refill from their Carrier **prior** to calling the Service Desk for assistance with these claims.

If the patient indicates they have not made arrangements, please provide the relevant DIN(s) to them in order to obtain the approvals from their **Carrier** as TELUS Health cannot grant such approvals and they will have to pay and submit.

Our early refill and vacation supply policy can be found on **page 22** of the **Pharmacy Manual** at <http://telushealth.com/pharmacysupport> under Reference Guides.

Reference Guides

- [Reference Guide](#)
- [Pseudo-DIN List](#)
- [Diabetic Pseudo-DIN List](#)
- [Pharmacy Manual \(for suppliers outside Québec\)](#)
- [Pharmacy Manual and Policy Changes, October 2019 – FAQ](#)
- [Diabetes Step Therapy Program](#)
- [Glucose Sensor Step Therapy Program](#)

As always, all claims are subject to audit and failure to comply can result in recovery of the full claimed amount.

The information provided is subject to change. Pharmacies will be notified if a change is made. If you have any questions or concerns, contact us at 1-800-668-1608.

Pharmacy Claims Support Centre: 1 800 668-1608

Monday - Friday

8:00 a.m. to 12:00 midnight (EST)

Weekends

9:00 a.m. to 8:00 p.m. (EST)

Public Holidays

12:00 noon to 8:00 p.m. (EST)

Civic Holiday

9:00 a.m. to 8:00 p.m. (EST)

