

# New Sun Life Exception process on your group benefit drug plan

August 8, 2012

We're writing to let you know that Sun Life recently implemented a fair exception process for those plan members who require an alternative to the lowest-priced equivalent drug (usually a generic) for medical reasons only. **Effective October 1, 2012, the exception process will apply to your plan.** A form will be available for you to complete with your doctor.

## Exception form

If you have a valid medical reason – such as a severe adverse drug reaction – you can apply to Sun Life for an exception which may allow for the prescribed drug to be reimbursed at a higher level. A new Drug Exception Application form is available by calling Sun Life's Customer Care Centre at 1-800-361-6212.

The incidence of adverse drug reactions is usually very low – studies show that the average annual rate of suspected adverse drug reactions is **0.5%\*** The exception process is meant to provide reimbursement for brand name drugs to those who need them due to medical reasons.

## Booklet amendment

The wording in your benefits booklet will change to the wording set out in the box below. Add intro text here

### Drug substitution limit

Charges in excess of the lowest priced equivalent drug are not covered unless specifically approved by Sun Life. To assess the medical necessity of a higher priced drug, Sun Life will require the covered person and the attending doctor to complete and submit an exception form.

**Please note: This notice serves as an amendment to your group Extended Health Benefit effective on October 1, 2012.** Please file it with your Sun Life benefits booklet for future reference. Your benefits booklet will be updated the next time there are changes to your plan.

## Questions?

If you have any questions, please contact Sun Life Financial's Customer Care Centre at 1-800-361-6212.

\*Source: Kane-Gill SL, Van Den Bos J, Handler SM. 2010