

Prior Authorization

Your Frequently Asked Questions



Q: WILL PREMIUMS CHANGE IF MY PLAN INCLUDES PRIOR AUTHORIZATION?

A: No. We consider this feature very important to plans, so we recommend it as a standard feature for all Pay Direct Drug plans. We incorporate it at no extra cost to you or to members.

Q: WILL THERE BE ANY COSTS TO MY PLAN MEMBERS?

A: Plan members may have to incur a cost to have their doctor complete and submit the form.

However, this can generally be claimed through a Health Spending Account (HSA) if one is offered either through this or any other plan under which the plan member is covered.

If the plan member is not approved for reimbursement for a drug they were prescribed, they can choose to pay for the drug out of pocket or speak with their doctor to find an alternative drug.

Q: WHERE CAN MY PLAN MEMBERS FIND A LIST OF DRUGS AND A PRIOR AUTHORIZATION FORM?

A: Plan members can find these by going to mysunlife.ca/priorauthorization.

Q: WHICH DRUGS ARE AFFECTED?

A: Some, but not all, drugs used to treat the following conditions require prior authorization:

- Asthma
- Cancer (drugs administered orally)
- Hepatitis
- Lupus
- Multiple sclerosis
- Muscle-nerve disorder
- Osteoporosis
- Pulmonary arterial hypertension
- Rare diseases

A category of drugs called **biologics** also needs prior authorization. Biologics are used to treat conditions such as:

- Rheumatoid arthritis
- Crohn's disease
- Psoriatic arthritis
- Ankylosing spondylitis
- Plaque psoriasis



You can find a list of the drugs and forms by going to mysunlife.ca/priorauthorization.

WHAT HAPPENS TO MY PLAN MEMBERS WHO ARE ALREADY TAKING IMPACTED DRUGS OR DRUGS THAT AREN'T THE PREFERRED DRUG IN A CATEGORY WITH A PREFERRED DRUG?

A: If you chose the “grandfathering” option, any prescriptions for these drugs that are being reimbursed by your plan in the 120 days before the prior authorization program starts will be exempt from the prior authorization process.

Q: ONCE A PLAN MEMBER RECEIVES APPROVAL, DOES HE OR SHE NEED TO RE-APPLY EACH TIME THE PRESCRIPTION IS NEEDED?

A: Currently, we consider the approval indefinite.

Q: WHO REVIEWS THE PRIOR AUTHORIZATION FORM?

A: Sun Life reviews the prior authorization forms.

Q: HOW LONG WILL THE REVIEW TAKE?

A: Provided that we have all of their information, Sun Life will review each request within five business days, and let the plan member know in writing if they are approved.

Q: WILL THE LIST OF DRUGS THAT REQUIRE PRIOR AUTHORIZATION CHANGE?

A: Yes. TELUS Health reviews the list as new drugs become available. They also review the list regularly to see if any drugs should be removed from the list.

Q: HOW DO YOU SELECT THE DRUGS AND CATEGORIES THAT ARE IMPACTED, AND CHOOSE THE PREFERRED DRUGS?

A: TELUS Health evaluates prescription drugs for safety, cost and efficacy and determines which categories should have prior authorization. Within the prior authorization categories, some have preferred drugs based on cost-effectiveness evaluations. Preferred drugs are ones that maximize outcomes at the most reasonable cost.

Q: HOW WAS THE PRIOR AUTHORIZATION PROGRAM DEVELOPED?

A: In addition to working with TELUS Health, Sun Life collaborates with expert organizations to develop and maintain the prior authorization program. For example, Carepath, a leading organization focused on patient outcomes in cancer care, reviewed the oral Oncology product category. The Rheumatoid Arthritis category was developed in ongoing consultation with the Ontario Rheumatology Association and the Canadian Rheumatology Associations.

Q: CAN I OPT OUT OF THE PRIOR AUTHORIZATION PROGRAM?

A: We strongly encourage all plan sponsors to adopt this updated claims administration process. It will help manage your drug costs and still allow plan members to receive reimbursement for the appropriate drugs for their disease state. If you wish to discuss opting out, please contact your Sun Life Financial group benefits representative.



Questions?

If you have any questions, please contact your Sun Life group benefits representative.

Life's brighter under the sun

Group Benefits are offered by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

GB10104-E-05-14 mc-mp-an