

# FREQUENTLY ASKED QUESTIONS (FAQ)



## Pharmacy Benefits Management transition to Express Scripts Canada

Pharmacy Benefits Managers, or PBMs, are companies that manage prescription drug benefits on behalf of health insurers and other payers. They assess claims payments and help ensure the proper administration of your plan.

We want to ensure you have a smooth and easy transition to our new PBM, [Express Scripts Canada](#). These FAQs provide more detail on the transition.

### About Express Scripts Canada

[Express Scripts Canada](#) is a pharmacy benefits manager whose clients include Canada's leading insurers, third-party administrators and government. They work with these clients to develop solutions to deliver health care in a cost-controlled environment.

### Transition date

**1. When is the transition to ESC?**

We'll transition all Sun Life Clients on March 1, 2023. This includes Clients with Deferred Payment Drug Cards.

**2. Can I choose to stay with our current Pharmacy Benefits Manager (PBM)?**

No, all Sun Life Clients are moving to ESC.

**3. Do all my employees have to move to ESC at the same time?**

Yes, all Sun Life Clients are moving at the same time. Sun Life is changing providers, this is not a change by the employer. There's no opt-out option. This means that all employees covered by your Sun Life plans and policies are moving on March 1, 2023. This includes:

- active employees,
- retired employees,
- union groups, and
- employees under a Deferred Payment Drug Card policy.

### Communication

**4. What are your communication plans?**

We have a robust, multi-channel communication strategy to ensure that all stakeholders are informed of the details of the transition.

#### Plan sponsors

We'll communicate with you through multiple *Focus Updates*.

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## Your employees

Our campaign will share details of the transition and encourage plan members to use the drug card on the **my Sun Life mobile app**. Their updated digital drug card will include the ESC logo. Our communication campaign will include:

- Email to plan members
- Messaging on **mysunlife.ca** and the **my Sun Life mobile app**

Following the transition to ESC, we'll send a reminder email during the week after the transition.

## Pharmacies

We're working with ESC on their multi-channel communication strategy for pharmacies across the country. ESC has an extensive communication plan targeting:

- Independent pharmacies and pharmacy chains:
  - Pharmacies (including individual pharmacy chain locations and independent pharmacies) will receive fax and direct mail communications.
  - Pharmacy chain head offices will receive email communications. They'll be asked to distribute communications internally and to their pharmacy locations across the country.
- Pharmacy software vendors, who have confirmed that the switch will be automatic.
- All Canadian Pharmacy Associations and Colleges.
  - In Quebec, the Association Québécoise des pharmaciens propriétaires (AQPP) will review and approve all communications prior to them being distributed to pharmacies in the province. This is a contractual commitment with the AQPP.

## Client & employee experience

### 5. What's the impact if I use **Group Benefits Administration (GBA)** or **Group Benefits Eligibility (GBE)**?

This change won't affect GBA and GBE websites.

### 6. How will this change impact annual re-enrolment?

There won't be any impact.

### 7. Will you be making new drug cards?

New hires who join after the transition to ESC will receive new cards if your policy provides them. Your existing employees won't get new drug cards. They can find updated drug cards on **mysunlife.ca** and the **my Sun Life mobile app**. The updated drug cards will feature the ESC logo as of the transition date.

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**8. What if I want new drug cards for my existing employees?**

Please speak to your Sun Life group benefits representative. They can assist you with this request.

**9. What happens if my employee(s) use an old drug card?**

If they use their old drug card, pharmacists can still reference the plan information (i.e., contract number and member ID). They'll know that our PBM has changed, as we're doing extensive communications with them.

**10. For employees who have already included their Drug Card in their digital wallet, will it be updated automatically, or do they have to 'remove' and 'replace'?**

Employees will need to redownload their drug cards to their digital wallet. This is outlined in our plan member communications.

**11. What will happen if my employee(s) change pharmacies?**

Employees need to show the pharmacist their new drug card, which they'll find on the **my Sun Life mobile** app or **mysunlife.ca**. The card includes all the information the pharmacist needs to update their system and process claims. As mentioned, if they use their old drug card, pharmacists can still reference the plan information (i.e., contract number and member ID). They'll know that our PBM has changed, as we're doing extensive communications with them.

**12. After the transition, what do my employees do if they go to the pharmacy and their claim is denied?**

Employees should contact our Client Care Centre at 1-800-361-6212. They're available Monday through Friday, from 8 am to 8 pm ET. In addition, pharmacies have the support of the ESC Call Centre.

**13. Will employee drug exceptions carry over to ESC?**

Yes, drug exceptions will carry over.

**14. Is there any impact to e-claim or mobile claims submission?**

No, is no impact.

**15. After the transition, what will happen if pharmacies send claims to the wrong PBM?**

ESC is taking the lead on a multi-channel communication strategy for pharmacies across the country. If pharmacies send claims to our previous PBM, they'll get an error message advising the pharmacy to resubmit to ESC.

## Reporting

**16. Will ESC replicate all our current drug reports?**

We're working with ESC to ensure a consistent experience for you.

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## **17. Will reports be available in English and French?**

Yes, reports will continue to be available in both English and French.

## **Products, functionality and plan design**

## **18. Will our cost-containment features and plan designs remain the same? For example, our Prior Authorization program, dispensing fee caps, lowest priced generic/brand reimbursement, and others.**

Our cost-containment features will remain in place following the transition to ESC.

## **19. What impacts are there to formularies?**

We're working with ESC on all formularies, including (but not limited to) standard, provincial-mimic, custom, managed, and open formularies.

## **20. Should Clients defer decisions on formularies until after the transition?**

No. Clients shouldn't hold off on making formulary decisions. We'll transition any formulary decisions to ESC.

## **21. How does this change impact the Sun Life Preferred Pharmacy Network (PPN)?**

There are no impacts. Our PPN is provided by ESC.

## **22. Will ESC calculate RAMQ out-of-pocket in the same way?**

Yes, they'll calculate RAMQ out-of-pocket in the same way.

## **Questions?**

If you have any questions, please contact your Sun Life Group Benefits representative.