



Talking to your doctor about Prior Authorization



Next time you visit your doctor(s), you may want to take this information with you. It could help you if your doctor prescribes a drug included in the prior authorization program.

LET YOUR DOCTOR KNOW:

- 1** Your health plan requires prior authorization for some drugs.
- 2** The prior authorization program is dynamic and changes as the market evolves. In conjunction with our pharmacy benefits manager, TELUS Health, Sun Life constantly reviews the list of drugs requiring approval and adds, removes or makes other changes as necessary. Our program focuses on monitoring high-cost specialty drugs and drugs with a high utilization for which less costly alternatives are available, such as some diabetes and anti-cholesterol drugs.
- 3** If the drug your doctor recommends needs prior authorization, you need to send Sun Life a completed prior authorization form before filling your prescription.

For some categories of drugs, there are specific criteria that need to be met for the prescribed drug to be eligible for approval. As an example, you may need to have tried preferred therapies (unless you are not able to due to a contraindication or intolerance).

The criteria are developed by Sun Life's internal team of specialists, often in collaboration with TELUS Health. Criteria are based on factors like efficacy, cost, clinical guidelines, and recommendations from health technology assessment organizations.
- 4** If your plan sponsor chose the "phased-in approach" option and you are taking one of the drugs included in the prior authorization program in the 120 days before prior authorization begins, you don't need to apply for approval.

SOME THINGS TO REMEMBER

- You can get a prior authorization form by going to mysunlife.ca/priorauthorization
- Provided that we have all of your information, Sun Life will review your request typically within five business days, and let you know in writing if you are approved. In the case of a few especially high-cost drugs, the review may take longer than the usual five days while additional adjudication processes are followed at Sun Life.
- If the request is not approved, you can still use the drug your doctor has recommended, but you will not be reimbursed by your drug plan.
- Some drugs have a limited approval period. When you receive approval for your prescription, you will also receive notice of when the approval period will end. If you need to renew your prescription after the approval period has ended, you will have to submit another prior authorization form.

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



YOUR PAY-DIRECT DRUG CARD – A FAST AND EASY WAY TO COVER YOUR ELIGIBLE PRESCRIPTION DRUGS

- No claim forms to complete once a drug is approved.
- No waiting for a cheque in the mail.

If your prior authorization request is approved, you can use your Pay-Direct Drug card at the pharmacy. Present your card each time and your pharmacist will send us your claim electronically. Sun Life pays the covered amount directly to your pharmacy, so you only have to pay the balance. If your spouse also has a benefit plan that includes a Pay-Direct Drug card, your pharmacist can send claims electronically to both plans at the same time – to make the initial claim and then claim the unpaid balance from the other plan. This is called “coordination of benefits” and it could mean that you have no out-of-pocket costs at all!

START TAKING ADVANTAGE OF THE MANY BENEFITS OF THE SUN LIFE PREFERRED PHARMACY NETWORK TODAY!

Good news! You are eligible to take advantage of the benefits of the Sun Life Preferred Pharmacy Network (PPN)—a network of participating pharmacies across Canada, excluding Quebec. It is designed to reduce claim costs for plan members like you when you shop for most specialty drugs that require prior authorization at participating pharmacies using your Sun Life Drug card.

By filling your prescription at a Sun Life PPN pharmacy, you will benefit from potentially reduced claim costs for specialty drugs.

Additionally, you can take advantage of a few benefits that are not sponsored by Sun Life. These include:

- A range of services that may be offered by the pharmacies participating in the Sun Life PPN, including e-refills, 24/7 access to a pharmacist, home delivery and more.
- You may choose to speak with Express Scripts Canada, our PPN partner, about co-pay assistance counselling which includes assistance with navigating and applying for government and manufacturer financial assistance programs. This benefit is available in Quebec. Rest assured that any information you share with Express Scripts Canada regarding co-pay assistance will not be shared with Sun Life or your plan sponsor (employer).

If you are currently taking a drug on the prior authorization program and would like to find out if you can benefit from the Sun Life PPN, you can either:

- speak with a PPN agent at 1-855-885-6425 between 8 a.m. and 8 p.m. EST, Monday to Friday, or
- visit the Sun Life PPN website at mysunlife.ca/sunlifepharmacynetwork

There are lots of resources and support available to answer the questions you may have about your treatment. Ask your doctor for details.

QUESTIONS?

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

Life's brighter under the sun

Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life group of companies. GB00237-E 09-20 mk-m

