

JANUARY 2021

# OVER the WIRE

## CHANGES TO THE PRESCRIPTION DRUG BENEFIT

Effective March 1, 2021, the following changes will take effect to the Prescription Drug Benefit under the Plan:

- **EpiPens** – are covered up to a maximum of \$250 per person per calendar year. A doctor's referral for the Plan Member or Dependent must be submitted along with the receipt for the first EpiPen.
- **Fertility Drugs** – will be payable up to a lifetime maximum of \$15,000 per person.
- **Special Authorization Drugs** – pre-approval of certain drugs will be required in order to purchase a Special Authorization drug from the Plan.

## COPAYMENT OF A DRUG

There has been no change to the percentage payable for prescription drugs.

What this means is the Plan Member will continue to pay for:

- 10% of the ingredient cost
- 10% of the dispensing fee
- Any cost above the \$13.00 maximum for dispensing fees
- Any amount in excess of the lower cost alternative if the Plan Member decides to purchase a brand name product.

## CHANGE IN PRESCRIPTION DRUG CLAIM PROVIDERS

**The Board of Trustees advise that effective March 1, 2021, the Plan's drug claim provider will be changing from NexgenRx to ClaimSecure Inc.**

Established in 1982, ClaimSecure is a McKesson-owned Service Provider of technology-based health claims management and plan administration services to over 10,000 Canadian organizations. ClaimSecure is a recognized, national and bilingual industry leader in providing on-line, real time claims processing technology and expertise in managing

health benefit programs for businesses of all sizes. Today, ClaimSecure processes in excess of 13 million transactions annually; totaling over \$1.2 billion in submitted claims on behalf of more than 1.3 million Canadians. ClaimSecure's drug card is recognized by virtually every pharmacy in the country.

## CLAIMSECURE HOURS OF OPERATION

ClaimSecure is located in Sudbury, Ontario. Plan Members can contact a ClaimSecure Customer Service Agent by calling toll free, 1-888-513-4464 during the hours from 5:00 a.m. and 9:00 pm (MST) on Monday through Friday and 9:00 a.m. to 2:00 p.m. on Saturdays.

## DRUG CARDS

Eligible Plan Members will be mailed a new drug card from the Fund Office. The drug card will take effect on March 1, 2021 and cannot be used prior to this date. Your ClaimSecure drug card can only be used for the purchase of prescription drugs as outlined in Section 9 of the Health and Welfare Plan booklet. On or after March 1, 2021, your NexgenRx drug card can be destroyed.

Dental, Vision and Supplementary Health Care claims continue to be processed by the Fund Office. Do not send these claims to ClaimSecure, as they will not be processed by ClaimSecure nor returned to Plan Members.

Plan Members requiring a replacement drug card must contact the Fund Office directly. Plan Members can also create an eProfile account with ClaimSecure to access their information online.

## POLICY NUMBER AND CERTIFICATE NUMBER

The Group Number for submitting claims through ClaimSecure is **37217**. Plan Members must ensure that this number is stated on all manual claim submissions forwarded to ClaimSecure.

Any claim forms being submitted to ClaimSecure must also contain the Plan Member's **"Certificate #"** including claims for the Plan Member's spouse or dependents. The 10 digit certificate number is comprised of the Plan Member's Stakeholder number with the suffix EW (Electrical Workers) and applicable zeros in front to form a 10 digit number (i.e. 00**123456**EW).

## CREATING AN ONLINE EPROFILE ACCOUNT WITH CLAIMSECURE

ClaimSecure offers the convenience of “eProfile”. This allows Plan Members a secure personal gateway into everything they need to know about their prescription drug coverage, claims and more. Plan Members who sign up for an online eProfile account can view their past claims activity, submit claims, ask questions, view online tutorials and have access to their prescription drug card online. Plan Members can even check to see if a drug is a covered expense prior to purchase.

Using a web browser, go to [claimsecure.com/#eProfileLogin](https://claimsecure.com/#eProfileLogin) and register for an “eProfile” account, or download the ClaimSecure App on your smartphone to create an account.

Plan Members who complete the Direct Deposit information with ClaimSecure and submit a valid prescription drug claim, will automatically have their monies deposited directly into their bank account.

## SUBMITTING A MANUAL PRESCRIPTION DRUG CLAIM TO CLAIMSECURE

**By Mail** - To submit a manual reimbursement claim, Plan Members must obtain a Drug Claims Transmittal Form from the EBFA website at [www.ebfa.ca](http://www.ebfa.ca). The Form must be completed in full, signed and dated. Be sure that the Group Number 37217 is stated on the Form. Attach your original paid receipts to the Drug Claims Transmittal Form and mail to the following address for reimbursement:

**ClaimSecure Inc. P.O. Box 6500 Station A Sudbury, ON P3A 5N5**

There are other ways for Plan Members to submit a manual claim to ClaimSecure. Once an eProfile account is set up, Plan Members are able to submit claims online, or through the ClaimSecure App on a smartphone or tablet.

- A) Online Submission** - on your web browser desktop, go to [claimsecure.com](https://claimsecure.com), login to your eProfile account and upload your claim in just four easy steps.
- B) PhotoClaims** - Log into your eProfile account on your smartphone using the ClaimSecure App, select photo claims, select Drug Claim and upload a picture of your receipts.

A new Drug Claim Transmittal Form can be found on the EBFA website at [www.ebfa.ca](http://www.ebfa.ca)

**Plan Members must retain all original receipts after submission for (12) twelve months.**

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This bulletin provides summary information about the Electrical Industry Insurance Benefit Trust Fund of Alberta and the Electrical Industry Pension Trust Fund of Alberta (registration no. 0383224) in simple terms. It is not intended to be complete or comprehensive, or to provide legal or medical advice. If there are any discrepancies between this newsletter and the wording of the legal documents that govern the plans, the legal documents will apply in all cases. Each of the plans is administered by a Board of Trustees, c/o Employee Benefit Funds Administration Ltd. (EBFA).

## SPECIAL AUTHORIZATION DRUGS

Special Authorization (SA) drugs are more expensive drugs, or drugs used for the treatment of complex conditions that often require special storage, handling, monitoring and administration. In order to obtain coverage for a SA drug through the Plan, Plan Members are required to obtain prior approval of the drug through ClaimSecure by completing a **Special Authorization Request**. The Special Authorization Request must be completed by both the Plan Member and his/her attending physician. Once a request form and supporting documents are received from the Plan Member's prescribing physician, ClaimSecure's clinical team will evaluate the request.

To get coverage for a SA drug, Plan Members must meet the pre-established clinical criteria set out in ClaimSecure's **Special Authorization Drug and Approval Guidelines**. The Special Authorization Drug and Approval Guidelines as well as the **Frequently Asked Questions** can be found under the heading "Special Authorization" on the ClaimSecure website at:

<https://www.claimsecure.com/cost-containment-services/clinical-services/#clinicalServicesSpecialAuth>

**Special Authorization Requests** – The request form can be downloaded from the ClaimSecure website at: ClaimSecure.com/Downloads/ and look under the heading "Special Authorization Forms," then, next to "Standard" press the download button.

## PLAN MEMBERS RESIDING IN QUEBEC

The Plan will consider payment of prescription drugs in compliance with the Regie de l'assurance maladie du Quebec (RAMQ) for Plan Members and Dependents under age 65 who reside in the Province of Quebec.

Plan Members and their Dependents who are 65 and over must maintain coverage through RAMQ. This Plan will be a supplementary plan to RAMQ and will only consider payment of non-RAMQ drugs in accordance with the rules and regulations of this Plan.



## VISION, DENTAL AND SUPPLEMENTAL HEALTH CLAIMS

All Vision, Dental and Supplemental Health Claims continue to be administered by the Fund Office. Your claims can be sent to the Fund Office by mail, facsimile (780-465-0808) or electronically to [claims@ebfa.ca](mailto:claims@ebfa.ca)

It is important for Plan Members to keep their address and contact information up to date. The new ClaimSecure drug card will be sent to the current address on record with the Fund Office. Plan Members can update their address by calling the Fund Office at 780-465-2282, press 1, and press 1 again for General Inquiries.