

October 10, 2017

New Pacific Blue Cross Pharmacy Agreement – Frequently Asked Questions

Q: Why is there a new Agreement at this time?

A: Pacific Blue Cross (PBC) is committed to delivering value and plan sustainability that our Members and plan sponsors are seeking. As Pharmacy Benefits Management is evolving in the private sector, it is important for PBC to review and update our Agreements to ensure we are delivering on our commitments.

Q: What was the process for changes to the Agreement?

A: PBC values our partner relationships and as such, conducted an extensive consultation process with the BC Pharmacy Association (BCPhA) around proposed changes. We are pleased to have BCPhA support for the new Agreement.

Q: What are the main changes?

A: There were 4 major areas of change to provide better alignment with industry:

- i. Enhanced language regarding use and disclosure of confidential information.
- ii. Enhanced language on balanced billing.
- iii. Enhanced audit provisions.
- iv. Addition of a Mark-up table that sets reasonable maximums.

Q: Are there changes to dispensing fee or drug reimbursement amounts?

A: Yes, with the addition of the mark-up amounts found in the appendix, which sets reasonable maximums

Q: Are there any changes to frequency/method of payment of claims?

A: No changes

Q: Are there any changes to Audit requirements/procedures?

A: Article 13/Audit of the Agreement has been enhanced for transparency and clarity of process.

Q: What happens if the pharmacy chooses not to sign the revised Agreement by December 15, 2017?

A: The pharmacy's direct billing status with PBC will be terminated.

Q: Who needs to sign the revised Agreement?

A: The Owner or Director of Business, or the President/Signing Authority for a Chain.

Q: Does each pharmacy location for a chain have to sign the Agreement?

A: No, we have implemented a new process where one Agreement will be signed by the President or Signing Authority for the Chain for all the pharmacy locations identified in an Appendix to the Agreement.

Q: How long is this Agreement for?

A: This Agreement shall remain in force until terminated by either party in accordance with the Agreement (Article 17).

Q: What is the process if the Pharmacy wants to make changes to the Agreement before signing?

A: This is a standard Pharmacy Agreement and PBC cannot make pharmacy-specific changes.

Q: Who should we contact if we have any questions about the revised Agreement?

A: Please contact Provider Relations at provider@pac.bluecross.ca

