

Payor	Processing Time Business Days (BD)	SA Approval Extension	Business as Usual?	Premiums/Co-pays	Office Open ?	Additional Comments
Alberta Blue Cross	Unknown	<p>For employer-group benefit plans and individual health plans, all special authorization approvals terminating prior to June 30, 2020 will be automatically extended to terminate June 30, 2020</p> <p>Esbriet- New pt approval until Oct 2020. EAP was submitted with Old PFT as newer unavailable due to COVID</p> <p>Rituxan- ABBC automatically approved 14 month extensions for Rituxan renewals without submitting paperwork due to COVID-19</p>	Yes	<p>All individual health plan members premiums will be reduced by 25 per cent and will be applied automatically effective May 1, 2020.</p> <p>For non-refund groups, the following temporary premium reductions will be applied, retroactive to April 1, 2020:</p> <ul style="list-style-type: none"> - 50 per cent reduction to dental benefit premiums; - 25 per cent reduction to vision benefit premiums; - 25 per cent reduction to non-drug related extended health benefit premiums. <p>This is not a deferral; we will not be looking to recover these premium reductions in the future.</p>	Yes	<p>In relation to Esbriet and PFT delays: at this time there are no general guidelines in place about SA extensions for this situation, but they would be looked at on a case by case basis.</p> <p>Agreed to accept a fax list of names of patients from the clinics, and perform the necessary administration on their end to convert patients from IV to SC.</p> <p>Effective immediately the expectation is that prescriptions are provided in quantities that do not exceed a thirty (30) day supply.</p>

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Canada Life	7-10 BD	<p>Will automatically apply an extension of 120 days for plan members whose renewals are due between March 26, 2020 and July 31, 2020. They do not need to do anything to get this extension. In four months from the current renewal date, plan members will need to submit for re-authorization. This extension applies to drugs requiring prior authorization through Canada Life, as well as those where time-limited approvals have been provided by provincial programs. Members should check their approval letter from Canada Life or the provincial program for a renewal due date. If the due date falls between March 26, 2020 and July 31, 2020 OR if there is no renewal date noted, no action is required at this time. Renewal dates outside of this range should be handled as usual and a renewal application is required.</p> <p>Not able to accept digital signatures at this time. A physician's (wet) signature is required to process a PA form.</p>	Yes	Unknown	Yes	<p>For drugs listed in the province, Canada Life in Saskatchewan and Manitoba will require a copy of the provincial program decision prior to reviewing coverage requests (similar to the process in British Columbia). This is effective immediately.</p> <p>Payor is picking up the cost of hospital infusion of Perjeta and Herceptin through a patient's private plan. This may be a plan specific benefit but will continue to monitor</p> <p>Still awaiting announcement: Individual plan members who are laid off and have questions about their benefits should discuss with their employer- it is the employer's decision - Disability: cover up to 60 days of STD and LTD and maintain the 6 month maximum for benefits.</p>
Claimsecure	15 BD	SA approvals expiring before May 31, 2020 will be extended an additional 3 months from their current expiration date. This extension applies to SA renewals only. All new SA requests still require a signed application form by the member and physician for	Yes	Unknown	Yes	Clients should request for coverage information to be emailed instead of mailed to prevent contamination

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		coverage evaluation. Note: ClaimSecure accepts electronic signatures on their SA forms.				
Coughlin and Associates	Unknown	Unknown	No	Unknown	No	"No phone access and offices are closed. Phone message directs you to their website which includes an e-mail address to send inquiries"
Cowan	Unknown	Unknown	No	Unknown	No	"Phones are not being answered however you can leave a voicemail. Calls to be returned in 24 hours or Programs can send an e-mail"
Desjardins	5-7 BD	SA Authorizations extended by 4 months	No	Unknown	Yes	Website states: "Currently experiencing a high volume of calls. If your transaction can be completed online, please use our online platforms (web and mobile)".
Equitable Life	7-10 BD	Unknown	Yes	Unknown	Yes	
Express Scripts Canada	7-10 BD	Prior Authorization drug renewals due between April 14th and July 1st, 2020 will now expire on October 1st 2020 for: Manion Wilkins, Symbility* ESC Managed Groups, Cowan, SFMM, RWAM, GMS, Johnson, Coughlin	Yes	Unknown	Yes	

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Greenshield	7-10 BD There may be longer wait times due to unforeseen circumstances. Message has been "prior authorization will be delayed due to the pandemic"	Extended expiry by 180 days and advising patients that are turning 65 that they have 180 days coverage until EAP coverage is in place Four month prior authorization extension from either the date the approval is due to expire OR July 31, 2020 (whichever is the longer date)	Yes	Unknown	Yes	To ensure patient access to care and medication supply is not compromised during this critical time, GSC supports the recommendation from the Canadian Pharmacists Association to limit dispensing to a 30-day supply and is relying on pharmacists, as front-line healthcare providers, to use their professional discretion when deciding on the most appropriate days' supply to dispense to any given patient. To that end and until further notice, for the applicable jurisdictions, we are temporarily lifting the requirement to dispense maintenance medications in a 90-day supply during the COVID-19 pandemic. "We just issued a Pharmacy Update across the country indicating we are relaxing some of our adjudication rules in order to facilitate pharmacies dispensing a maximum of 30 days' supply of medications to prevent potential shortages. Information may change at any time
iA Financial Group	Unknown	Extension of SA Renewals for 3 months	Unknown	Unknown	Unknown	
Industrial Alliance	7-10 BD	All prior authorizations that have an expiring date up to July 14, 2020 will be extended for 3 months. There is no renewal necessary prior to July 15, 2020.	N	Unknown	Yes	"Low numbers of staff on phones and request emails be sent"

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Manitoba Blue Cross	Unknown	<p>Will match EDS extensions during COVID-19. “We are also following Pharmacare's EDS approval extension guidelines and are updating our Blue Cross EDS files.”</p> <p>Access Program (PA), the Employment and Income Assistance Drug Program (EIA) or Personal Care Home Program (PCH) for drug(s) expiring within the next 3 months will have the coverage automatically extended for a 6-month period Does not apply to patients who are initiating a new treatment and have not yet received approval The client will not be sent a letter to confirm their continued EDS approval</p>	Yes	Unknown	Yes	“Low numbers of staff on phones and request emails be sent”
Manulife	5-7 BD	<p>All prior authorization approvals that require a renewal form to be completed from April 1, 2020 to June 30, 2020 will be extended by 90 days to allow time for members to get to their doctor and/or lab once things settle down. For example, if the PA renewal is required by April 15, 2020, we will allow up to July 15, 2020. For mid-market and small business, the standard contract provision allows coverage to be extended for up to 120 days. The terms of your specific contract should be reviewed. Extension of coverage during a period of temporary layoff</p>	No	Unknown	Yes	ONLY Taking COVID19 related calls as of March 19, 2020

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		<p>is on a premium paying basis. Our standard contract includes provisions that allow coverage, excluding disability, to be extended during a period of indefinite layoff Extension of coverage during a period of indefinite layoff is on a premium paying basis.</p>				
Medavie Blue Cross	Unknown	<p>We understand that during this time it may be difficult for members to obtain medical information (i.e. updated tests, exams etc.) required for renewal of prior authorizations for prescription drugs. As such, member prior authorization approvals that are due for renewal between March 1, 2020 to May 31, 2020 will be extended by 90 days or to July 31, 2020, whichever comes first. Certain drugs with fixed approval terms (i.e. Hepatitis C) are excluded from this extension. This extension applies to prior authorization renewals only. All new prior authorization requests will continue to follow existing practices.</p>	Yes	Unknown	Yes	

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OTIP	7-10 BD	We understand that during this time it may be difficult for members to obtain medical information (i.e. updated tests, exams etc.) required for renewal of prior authorizations for prescription drugs. As such, member prior authorization approvals that are due for renewal between March 1, 2020 to May 31, 2020 will be extended by 90 days or to July 31, 2020, whichever comes first. Certain drugs with fixed approval terms (i.e. Hepatitis C) are excluded from this extension. This extension applies to prior authorization renewals only. All new prior authorization requests will continue to follow existing practices.	No	Unknown	Yes	Hours have been reduced to 8-5pm
Pacific Blue Cross	Unknown	Providing a temporary extension on coverage for medications that are due for prior approval (special authorization) renewal, and relaxing criteria that may involve members having to visit a laboratory for non-urgent needs. We are following BC PharmaCare's lead in this regard. Members submitting new requests for prior approval will still need to meet other criteria on the form. Some authorizations through the BC PharmaCare Special Authority program that expire between March 19th and July 1st, 2020 will be extended to October 1, 2020. PBC will honor these extensions automatically. This extension also applies for some drugs requiring Pacific Blue Cross prior approval.	Yes	Unknown	Yes	

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SSQ	5-10 BD (Up to 14 BD)	Extension of PA that were recorded as active on their file on Mar 1, 2020 – expiration date has been postponed until Sept 1 for patients undergoing treatment. They do not see any delay in the review of prior authorizations for new patients.	No	Unknown	Yes	Automated message states, "May not be able to provide the same services right now"
SunLife	Unknown	Sun Life has extended some of their PA requirements until July 31 st Visit below for more information: https://www.sunlife.ca/static/canada/Sponsor/About%20Group%20Benefits/Focus%20Update/2020/973/973_Focus.pdf?WT.dcsvid=MzA4OTA1ODc2NzczS0&WT.mc_id=	Yes	Unknown	Yes	