



November 28, 2023

Dr. Dorian Lo  
President  
Express Scripts, Inc.  
5770 Hurontario Street, 10th Floor  
Mississauga, ON L5R 3G5

by email: [dorian.lo@express-scripts.com](mailto:dorian.lo@express-scripts.com)

Dear Dorian

I am writing to you on behalf of the Canadian Pharmacists Association (CPHA) to express our great concern regarding the new service fee Express Scripts, Inc. (ESI) plans to implement in January.

Pharmacy professionals across Canada work tirelessly to ensure that patients receive the best possible care, often going above and beyond to meet their healthcare needs. Electronic billing and claims processing are integral components of this care—a service pharmacies provide on behalf of their patients, enabling efficient and effective service delivery to your plan members.

The Canadian pharmacy sector is currently navigating many financial pressures. The rising costs of operations, compounded by the ongoing impacts of the COVID-19 pandemic, have placed a significant strain on pharmacies. Implementing additional service fees for these essential services will further exacerbate this strain. It is important to consider that these costs, in the end, may trickle down to our patients and your plan members and may delay access to care for patients.

We understand the need for ESI to operate viably and recognize that there are costs associated with providing electronic billing and claims services. However, the decision to unilaterally impose this fee, with no option to opt out, and in exchange for services that pharmacies have not requested, is not reasonable.

Electronic billing and claims processing have become the standard in Canada. We all benefit from faster adjudication times that do not require manual processing, and we know that electronic billing is an important contributor of medication adherence for patients. Unfortunately, the current approach of systematically amending provider agreements at the risk of losing the right to bill electronically threatens the entire system.

We strongly urge you to reconsider the implementation of these new service fees, or at least, to provide an opt-in/out clause as others have done. Our aim is to collaborate on a path forward that supports an efficient claims processing system; however, we are concerned that these measures are anti-competitive and may constitute a violation of the *Competition Act*, including but not limited to abuse of dominance, and we reserve the right to pursue all available legal remedies, such as to initiate a complaint to the Competition Bureau.



We would greatly appreciate the opportunity to discuss this matter further and look forward to finding a resolution that benefits all parties involved, most importantly, the patients and plan members we collectively serve.

Thank you for your attention to this matter. I look forward to your response.

Sincerely

Glen Doucet  
Chief Executive Officer

cc Ministers of Health

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