



EXPRESS SCRIPTS®

Express Scripts Canada®

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November 30, 2023

Attention: Pharmacy Providers

Express Scripts Canada Pharmacy Provider Manual Updates and Upcoming Developments

Please note, this does not apply to NIHB or Quebec Providers

We are pleased to announce that the Express Scripts Canada Pharmacy Provider Manual has been updated. The Pharmacy Provider Manual is a written description of practices, policies, rules, operational requirements and procedures that pharmacy Providers are to follow when submitting claims to Express Scripts Canada. The Pharmacy Provider Manual is part of the Express Scripts Canada Pharmacy Provider Agreement. All Providers with whom ESC has an ESC Pharmacy Provider Agreement with are required to comply with the Pharmacy Provider Manual.

The updated Pharmacy Provider Manual may be found online at <https://express-scripts.ca/healthcare-providers/health-care-downloads-and-resources>. This version of the Pharmacy Provider Manual will come into effect on January 1, 2024.

Changes and/or additions to the Pharmacy Provider Manual include but are not limited to:

- Addition of section 2.6 ESC Services and Service Fees (a summary of this section may be found following this list)
- Changes and additions to section 3 Pharmacy Provider Agreement
- Changes to section 4 Registration and Modification to Pharmacy Provider Information
- Changes to section 5.3 Compliance Packaging and Frequent Dispensing, including the addition of Appendix D Frequency of Dispensing Form
- Changes to section 10.4 Claim Submissions Exceeding \$9,999.99
- Changes to section 11.2.1 Reimbursement Method (mandatory EFT)
- Changes to section 11.3 Extemporaneous Preparations/Compound Claim Submissions Guidelines
- Changes to Section 15 Fraud, Waste and Abuse (FWA) Program.

Service Fees

With the addition of section 2.6 *ESC Services and Service Fees* to the Pharmacy Provider Manual, ESC is implementing service fees which Providers will be billed for, according to the fee schedule detailed in the table below and in section 2.6 of the Pharmacy Provider Manual.

Total Billable Claims per Billing Cycle	Service Fees per Billing Cycle
0 - 40	\$25
41 - 50	\$50
51 - 60	\$75
61 - 70	\$100
71 - 80	\$125
81 - 90	\$150
91 - 100	\$175
101 +	\$200

Please note that if Providers select payment by preauthorized debit through the Express Scripts Canada Pharmacy Provider Website (launching in early 2024), ESC will apply a payment discount of 10% to future service fees.

The first billing cycle for the service fees will be between January 16th and February 15th, 2024. For further details on “ESC service fees”, including what constitutes a “billing cycle” and a “billable claim”, please refer to the defined terms and provisions of section 2.6 of the Pharmacy Provider Manual.

Upcoming Developments

In early 2024, ESC will be launching the ESC Pharmacy Provider Website. This website will be a platform through which Pharmacy Providers can access features related to ESC information and services. Providers can expect to hear more about upcoming features starting in early 2024.

Pharmacies will also benefit from the development of an Advisory Board comprised of pharmacy representatives from across Canada. This Advisory Board will give Providers an active voice and role in future technological and operational developments at ESC. Providers can expect to hear more about the Advisory Board in early 2024.

The following are links to resources related to this communication, updates to the Pharmacy Provider Manual and ESC service fees.

- ESC Services and Service Fees Contact Us Form: <https://provider.express-scripts.ca/en>.
- Pharmacy Provider Manual: <https://www.express-scripts.ca/sites/default/files/2023-11/ESCProviderServicesManualEN>
- Value of Pharmacy Benefit Management Services to Pharmacies in Canada: <https://www.express-scripts.ca/sites/default/files/2023-11/PBMValueServicesReportEN.pdf>
- Provider Frequently Asked Questions: <https://www.express-scripts.ca/sites/default/files/2023-11/ESCProviderServicesFAQsEN.pdf>
- Express Scripts Canada Pharmacy Provider Website (NOTE: Go-Live of this website is scheduled for early 2024): <https://provider.express-scripts.ca/en>.

If you have further questions regarding this communication not clarified by the resources listed above, please contact the Express Scripts Canada Provider Call Centre:

Pharmacy Providers

Toll-Free: 1 800 563-3274

Monday to Friday: 6:30 a.m. to midnight, Eastern Time

Weekends and statutory holidays: 8 a.m. to midnight, Eastern Time

Sincerely,
Express Scripts Canada