
Ontario Naloxone Program for Pharmacies (ONPP) Frequently Asked Questions for Pharmacy Dispensers: Providing Publicly Funded Naloxone Kits and Claims Submission Using the Health Network System

Updated May 12, 2017

1. When are dispensers able to provide publicly funded naloxone emergency kits for Ontarians?

All pharmacies that have a billing account under the Ontario Public Drugs Program (OPDP) are eligible to provide naloxone emergency kits free-of-charge, effective June 24, 2016, subject to their compliance with the Ministry of Health and Long-Term Care's (ministry) policy.

2. What are the publicly available kits that dispensers can bill Health Network System (HNS) for reimbursement?

Table 1: PINs to support reimbursement of Naloxone emergency kits

PINs	PIN Description	Total Amount Reimbursed
93877251	Initial naloxone emergency kit (reimbursed amount includes naloxone kit at \$35, plus professional fee at \$10, plus professional training at \$25)	\$70.00
93877252	Replacement naloxone emergency kit (reimbursed amount includes naloxone emergency kit at \$35 plus professional fee at \$10)	\$45.00

The "Initial Naloxone Emergency Kit" PIN would be entered when a pharmacist provides a naloxone emergency kit for the first time to a person, and provides the required training. The "Replacement naloxone emergency kit" PIN would be entered when an individual who has already received an initial naloxone emergency kit and the required

training, is being provided a subsequent naloxone emergency kit.

3. What are the contents of the Naloxone Emergency Kits?

Pharmacies will purchase naloxone and the required supplies to assemble the naloxone kit through usual suppliers (i.e., pharmacy-assembled naloxone kits). The emergency kit must be assembled by a pharmacist or a person under the supervision of a pharmacist, and contain the following:

- a. Two 1 ml naloxone hydrochloride 0.4 mg/ml by injection;
- b. Two safety engineered syringes with 25 g one inch needles attached;
- c. Two safe ampoules opening devices (also known as “breakers”, “snappers”, or “openers”) as applicable;
- d. One pair of non-latex gloves; and
- e. One naloxone identifier card.

The ministry is aware that some of supplies (e.g., ampoule openers/snappers/breakers) listed can be ordered from Canadian based suppliers such as Pharmasystem, Canadian Safety Supplies, and Kohl and Frisch. The Ontario Pharmacists Association has also compiled a list of the required kit components as well as some suppliers for these items, in the event that pharmacists are unable to procure some or all of the elements through their usual suppliers. This list can be found at www.opatoday.com/professional/naloxone_kit_tools. Types of containers that have been reportedly used to contain all the components include sunglasses cases, eyeglass cases, pencil cases, or a variation of a compact, portable container resembling a case or box. Pharmacies are encouraged to seek out these and/or other local suppliers for obtaining components required for pharmacy-assembled naloxone kits.

4. Why is a rescue breathing barrier no longer required in the naloxone kits?

Effective April 21, 2017, the injectable naloxone kits assembled by pharmacies participating in the ONPP will **no longer** require the rescue breathing barrier. The total amount reimbursed for the naloxone kit (i.e., initial and refill kit) remains the same.

Ontario’s Chief Medical Officer of Health (CMOH) has provided guidance on chest compressions as it relates to opioid overdose. Chest compression-only cardiopulmonary resuscitation (CPR) is the most appropriate resuscitation measure for lay people who are not trained in CPR to administer during an opioid overdose. This intervention is preferred because it can address the effects of both respiratory and cardiac arrest, and can significantly improve a victim’s chance of survival.

The CMOH sought guidance and advice from experts and stakeholders from across sectors, including Emergency Medical Services, the government, law enforcement, the medical community, researchers, and public health.

On April 19, 2017, the Office of the CMOH issued a memo to stakeholders (i.e., public health unit contacts) with this direction.

Please refer to your professional college and/or association regarding questions about guidance and/or resources for naloxone kits, including contents preparation and providing of the naloxone kit.

5. Are dispensers authorized to provide non-publicly funded naloxone kits?

Yes, naloxone may be provided to people who do not meet the eligibility criteria for the Ontario Naloxone Program for Pharmacies (ONPP).

Eligibility

6. Are all Ontarians eligible to receive publicly funded naloxone kits?

Eligible people include a person who is either:

- Currently using opioids;
- Is a past opioid user who is at risk of returning to opioid use; or
- A family member, friend or other person in a position to assist a person at risk of overdose from opioids.

The individual must also indicate their understanding that the person for whom the naloxone is intended has no known contraindications to the use of naloxone.

Pharmacy Eligibility

7. What do I have to do before providing naloxone emergency kits and billing the ministry through the HNS for the kits?

Only pharmacies that comply with the requirements of the ministry policy set out in the Executive Officer's Notice, dated June 29, 2016, will be able to provide naloxone emergency kits, and bill the cost of those kits to the ministry through the HNS.

The ministry strongly encourages that pharmacists complete appropriate training prior to providing naloxone emergency kits. The ministry is aware of naloxone online webinar training (recorded) and additional resources available on the Ontario Pharmacists

Association website. There may be other resources available to pharmacists.

Please refer to your professional college and/or association for guidance and/or resources for training required for providing naloxone kits.

Ministry Payment

8. How is payment made by the ministry?

The payment is paid through the ministry's Health Network System (HNS) to the eligible pharmacy that has a billing account with OPDP.

9. Can I submit manual (paper) claims for naloxone emergency kits?

No. All claims for naloxone emergency kits must be submitted electronically through the HNS.

Pharmacy Participation

10. What training are pharmacists required to complete prior to providing naloxone emergency kits?

The ministry strongly encourages pharmacists complete appropriate training prior to providing the naloxone emergency kits. Please refer to your professional college and/or association for guidance and/or resources for training required for the providing of naloxone kits.

Documentation and Record Keeping

11. What is the pharmacist required to document when providing a naloxone kit to eligible Ontarians?

Standard record keeping requirements under current standards of practice apply. Pharmacists must keep a record when the naloxone kit is provided to an eligible person (see question 6).

Pharmacists must keep records consistent with their obligations under the *Pharmacy Act, 1991*, the *Drug and Pharmacies Regulation Act* and any instructions provided by the Ontario College of Pharmacists or the ministry. These records must include, at a minimum:

- The name, address and phone number of the eligible person.

- Full instructions for use of drug.
- The drug’s material risks, including side-effects, contradictions or precautions were discussed with the Eligible Person.

Please refer to your professional college and/or association for guidance relating to documentation within scope of practice.

12. How long should the record be kept for billing purposes?

For billing purposes, pharmacy documentation must be maintained in a readily available format for the purpose of ministry audit for a minimum of 2 years.

13. Are pharmacists required to track outcomes of the individuals who were provided a naloxone kit?

Pharmacists, where possible, must ensure that a quarterly report (available at: http://www.health.gov.on.ca/en/pro/programs/drugs/opdp_eo/eo_communiq.aspx), relating to outcomes for individuals who were provided a naloxone emergency kit, be completed and returned to the ministry. The reporting schedule is as follows:

Table 2: Quarterly Reporting Requirements for Providing Naloxone

Quarter	Report due date
Q1 (April – June)	June 30
Q2 (July – September)	October 30
Q3 (October – December)	January 30
Q4 (January – March)	April 30

Claim for Payment through the HNS

14. When does the pharmacist submit the claim for the payment?

Pharmacists should submit the claim for payment through the HNS after providing of the naloxone emergency kits to the eligible person the same day the naloxone kit was provided.

15. How are claims for naloxone emergency kits submitted through the HNS?

Claims must be submitted for a publicly funded naloxone emergency kit using the appropriate PIN of the kit (i.e., Initial Naloxone Emergency Kit, Replacement Naloxone Emergency Kit).

Pharmacists must ensure that the individual's name, date of birth, and Ontario health card number are entered accurately as part of the HNS claims submission. Failure to do so may impact the ability to submit future claims for these individuals.

16. What is the procedure to submit the claim to the HNS for a publicly funded naloxone kit for an ODB eligible recipient?

The claim submission follows the normal process for submitting claims on the HNS with the following additional information:

- Intervention code 'PS': (Professional Care Services)
- Product Identification Number (PIN): see table above for a list of PINs
- Valid Pharmacist ID
- Professional Fee: see table above for the "Total Amount Reimbursed" for each naloxone emergency kit

17. What is the procedure to submit the claim to the HNS for a publicly funded naloxone kit for an eligible person who does not have ODB coverage?

When submitting a claim for a person who does not have ODB coverage, pharmacists must submit the following information:

- Person's Gender: 'F' = female; 'M' = male
- Person's Date of Birth: Valid YYYYMMDD
- Person's Ontario Health Card number
- Intervention codes:
 - PS: Professional Care Services
 - ML: Established eligibility coverage (i.e., 1 day of the Plan 'S' coverage)
- Carrier ID: 'S'
- Product Identification Number (PIN): see table above for a list of PINs
- Valid Pharmacist ID

- Professional Fee: see table above for the “Total Amount Reimbursed” for each kit

18. I have questions about providing naloxone kits?

Please refer to your professional college and/or association regarding questions about guidance and/or resources for naloxone kits, including contents preparation and providing of the naloxone kit.

If pharmacies have any questions or concerns related to this policy or billing issues, please contact the Ontario Drug Benefit (ODB) Help Desk 1-800-668-6641.

19. Do I need to submit these PINs to the Narcotics Monitoring System (NMS)?

No. Naloxone emergency kits are not included on the Monitored Drugs List, therefore submission to the NMS is not required.

Restrictions

20. What are the restrictions for naloxone kits?

A maximum of one (1) naloxone kit may be provided to an eligible person at one time.

Additional Questions

21. Can I process a claim via the HNS for a publicly-funded naloxone kit if the eligible person does not want to provide their Ontario health care number (OHIP) number to the pharmacy?

No. An eligible person must submit their OHIP number for a claim to be processed through HNS for a publicly-funded naloxone kit at the pharmacy.

22. I am having trouble putting the claim through. Who should I contact?

If pharmacies have any questions or concerns related to this policy or billing issues, please contact the ODB Help Desk 1-800-668-6641.