

November 17, 2008

**Notice from the Executive Officer
Telephone Request Service for Exceptional Access Program**

Effective November 27, 2008, Ontario Public Drug Programs will introduce a Telephone Request Service (TRS) for the Exceptional Access Program (EAP).

The TRS offers physicians another way to submit requests for selected drugs not listed in the Ontario Drug Benefit (ODB) Formulary. In most cases, these requests will be assessed in 'real-time'. This initiative is part of the modernization of the EAP to improve Ontario's public drug system initiated through the *Transparent Drug System for Patients Act, 2006*. It will provide faster consideration of drug requests for eligible recipients and help to reduce the administrative paperwork for physicians.

Requests for coverage of approximately 40 drug products for specific, often urgent, indications will be considered by the TRS. The list of applicable drug products and associated reimbursement criteria are posted on the Ministry of Health and Long-Term Care (ministry) website at: http://www.health.gov.on.ca/english/public/pub/drugs/trs/trs_guide.pdf

Physicians are encouraged to review the TRS reimbursement criteria before using the TRS to ensure they have all of the necessary information available during the call. Callers who wish to submit a request for drugs/ indications not currently available through the TRS will be asked to fax the request, as per the usual process.

The TRS may be accessed using the EAP telephone numbers below and following the prompts for the EAP:

- Press "1" for EAP;
- Press "1" for TRS;
- The system will prompt physicians to enter their five (5) digit CPSO number;
- Physicians should remain on the line and the next available ministry assessor will take their request.

Phone: 1-(866) 811-9893 or (416) 327-8109

Further information is available on the ministry website at: http://www.health.gov.on.ca/english/providers/program/drugs/eap_trs.html

For any questions/concerns pertaining to this new service, or if you have comments following the use of this service, please contact us:

Exceptional Access Program – Telephone Request Service
3rd Floor, 5700 Yonge St.
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Phone: 1-866-811-9893 or 416-327-8109
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