

**Exceptional Access Program (EAP) Telephone Request Service:
Qs&As for External Stakeholders**

1. What is the purpose of the Telephone Request Service?

The purpose of the Telephone Request Service (TRS) is to provide Ontario physicians with another way to submit EAP requests and support patient care through timelier decisions for coverage under the Exceptional Access Program (EAP).

One of the mandates of the recent public drug system reform was the implementation of the EAP. The objective of the TRS is to improve patient access (i.e. timeliness) to drug treatments and to reduce the administrative burden for physicians who submit applications on behalf of their patients.

2. Which drug products will be considered through TRS?

There are approximately 40 drug products that will be considered through this service, and in certain cases, for specific indications only. The table below outlines the list of drug products that have been selected.

Category	Drug
New Requests	
Antibiotics	Cefazolin Ciprofloxacin HCl and dexamethasone (Ciprodex) Dapsone Gentamycin Vancomycin
Chronic Renal Failure (CRF) Medications for Patients on Dialysis	Calcium Carbonate Sevelamer (Renagel) Vitamin B complex with vitamin C (Replavite)
Low Molecular Weight Heparins (LMWH)	Dalteparin sodium (Fragmin) Enoxaparin sodium (Lovenox) Tinzaparin sodium (Innohep)
Palliative Care Medications	Diazepam Dimenhydrinate Furosemide Gabapentin Glycopyrrolate Hyoscine Lorazepam Methadone Metoclopramide Midazolam Morphine Oxycodone Phenobarbital Phenytoin Scopolamine
Post-Transplant Drugs	Acyclovir (Zovirax) Fluconazole (Diflucan) Mycophenolate mofetil (Cellcept) Rapamune (Rapamycin, Sirolimus) Valganciclovir (Valcyte)
Oral Hypoglycemic Agents	Pioglitazone (Actos)

Category	Drug
	Rosiglitazone (Avandia)
Renewals	
HIV Drugs – Renewal ONLY	Enfuvirtide (Fuzeon) Raltegravir (Isentress) tipranavir (Aptivus)
Multiple Sclerosis Drugs – Renewal ONLY	glatiramer acetate (Copaxone) interferon beta-1a (Avonex, Rebif) interferon beta-1b (Betaseron)
Oral Hypoglycemic Agents	Pioglitazone (Actos) Rosiglitazone (Avandia)

3. What was the rationale for selecting the above group of drug products?

The selection process included consideration of the:

- urgency of the request,
- amount and complexity of information required to assess the request,
- availability of defined criteria for approval, and
- ability to assess the request in real time or within one (1) business day.

Please note that for a number of these drug products, only certain *limited* indications will be considered under this service where they have:

- been approved by the Executive Officer after a review by the Committee to Evaluate Drugs (CED), and
- assessment criteria that are not difficult to apply by telephone.

It is important to note that drug products that require copies of supplemental information (e.g., laboratory reports, bone marrow reports, etc.) or those requests that require review by external medical experts must continue to be faxed or mailed to the Ministry of Health and Long-Term Care (ministry).

4. What are the hours for the Telephone Request Service?

TRS business hours are between 8:30 AM and 5:00 PM. Voicemail will be available *during business hours only*.

5. What types of clinical information/documentation should the physician have readily available when making the call?

Physicians should review the reimbursement criteria for the selected drug products and/or specific indications that will be considered through TRS.

The TRS reimbursement criteria can be accessed on the ministry website at http://www.health.gov.on.ca/english/public/pub/drugs/trs/trs_guide.pdf. Physicians are encouraged to review the criteria before calling the ministry in order to ensure that the necessary clinical information is available to complete the drug request assessment.

6. Who can submit a drug request through the Telephone Request Service?

Requests must be submitted by a physician that is currently registered with the College of Physicians and Surgeons of Ontario (CPSO) or a physician delegate (i.e., a person who works with the physician directly at the physician's practice site).

Please be advised that the final decision for approval will be sent by fax directly to the physician's office in order to maintain patient privacy and confidentiality. The decision cannot be sent to a pharmacy or any other location. The response letter will be faxed within one (1) business day of the TRS call.

7. Why can't all drug products be assessed by TRS?

TRS is intended to help reduce the administrative burden for physicians, who currently must submit drug requests via fax or mail. The drug products that have been selected for the TRS are those with simple criteria and are deemed urgent, where expedited approval will greatly benefit the patients.

8. Will I be able to get a decision right away on the phone?

Yes, in cases where the assessor is able to make a determination that the request either meets or does not meet the reimbursement criteria, the physician (or delegate) will receive a decision during the call. A written confirmation will be provided following the call within one business day. If the request is approved, the eligible ODB recipient will be able to fill prescriptions and be reimbursed within one business day.

9. Why do I have to wait for a decision in certain cases?

In certain cases, a request for a drug product under the TRS may not be approved in real-time because the criteria for funding may not be met based on the information provided by the physician/delegate at the time of the call. In these circumstances, the request must be reviewed further or additional information may be required. Depending on the clinical information provided, the request may require review by external medical experts. The decision for these types of requests will be communicated to the physician as soon as it becomes available.

10. Will other drug products be considered through TRS?

The ministry will review and evaluate TRS once it is implemented and consider changes/enhancements to the program. This may include making other drug products available through the service.

11. What if the patient has difficulty filling the prescription even after an approval letter is received?

If an approval letter is received at the physician's office, but the claim is rejected, pharmacy operators should call the ministry HelpDesk.

Ministry HelpDesk: 1-800-668-6641.

12. How can physicians/delegates provide feedback?

Physicians/delegates who use the service are encouraged to provide feedback at the time they use the service. These comments will be used as part of our evaluation of the service.

Physicians may also provide feedback in writing to:

Exceptional Access Program – Telephone Request Service
3rd Floor, 5700 Yonge St.
North York, ON
M2M 4K5

Fax: 1-866-811-9908 or 416-327-7526
E-mail: EAPFeedback.MOH@ontario.ca