

## **PDC Scenario Process Work Flow: Pharmacist Cannot Confirm ODB Eligibility via HNS**

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This document is an accessible text version of a business process workflow with four swimlanes outlining the activities for the four roles in the process, which include Client, Pharmacy, Help Line and MOHLTC.

### **The process starts with the Client**

1. Client takes prescription to pharmacy and presents pharmacist with Health Card or, if client does not have a Health Card, a paper drug card with a temporary reference number
2. Pharmacy validates coverage via HNS (pharmacist may ask for ID to confirm prescription is for the client) and processes prescription claim
  - 2.1 If the prescription claim is accepted by HNS
    - a. Pharmacy dispenses the drugs
    - b. End of process**
  - 2.2 If the prescription claim is rejected by the HNS and the client has a paper drug card:
    - a. Pharmacy follows the steps or process outlined in the Ontario Drug Programs Reference Manual
    - b. Pharmacy dispenses the drugs
    - c. End of process**
  - 2.3 If the prescription claim is rejected by HNS and the pharmacy receives a drug related error code, regardless of whether the client has an Ontario Health Card or a Paper Drug Card:
    - a. Pharmacy must call the ODB help desk to resolve the issue, per current process
  - 2.4 If the prescription claim is rejected by HNS and the pharmacy receives a client eligibility related error code and client has an Ontario health card:
    - a. Pharmacy must call the Help Line to confirm client is a social assistance recipient and is eligible for drug coverage

### **Help Line**

3. Receives call from pharmacy and requests the following information:

- First and last name of caller
- Telephone number of pharmacy
- Pharmacy ON#

4. Help line agent authenticates pharmacy

4.1 If agent could not authenticate pharmacy

- a. Informs caller that he/she could not authenticate the pharmacy and advises caller to re-verify the pharmacy ON# and reconnect with the Help Line

4.2 If pharmacy is authenticated

- a. Obtains the following client information:
  - Member ID (if provided by client)
  - First and last name
  - Birth date
  - Address

5. Searches for client in SAMS

5.1 If client is eligible:

- a. Informs pharmacy that client is eligible for social assistance for the period in question
- b. Confirms client's social assistance program (Plan Code C or D)
- c. Provides pharmacy with confirmation number for the call

5.2 If client is ineligible

- a. Informs pharmacy that client is not eligible for drug coverage for the month in question
- b. Provides pharmacy with confirmation # for the call

## **MOHLTC**

Supports pharmacy authentication by e-mailing flat file listing details of pharmacies across Ontario every business day at 2:00 a.m. to designated help line centre e-mail address

## **Pharmacy**

6.1 If client is eligible:

- a. Pharmacist enters appropriate override code into HNS to ensure claim is successfully processed
- b. Enters note in pharmacy software and on prescription hard copy with the following information:
  - The first and last name of the person who made the call to help desk
  - The date and time of the call
  - Patient first name and last name
  - Type of Coverage Confirmed (Plan Code C or D)
  - Dates of Coverage Confirmed
  - Confirmation number from the Help Line to confirm client's eligibility for ODB
- c. Pharmacy dispenses the drugs
- d. End of process**

6.2 If client is ineligible:

- a. Informs client that they are unable to confirm his/her eligibility and advises client to contact his/her local office to ensure he/she is eligible for the month in question
- b. If pharmacist deems client's health at risk, eligibility can be established until the next business day
- c. Enters note in pharmacy software with the following information:
  - Client eligibility status
  - Applicable period (month) of client ineligibility
  - Confirmation number provided by Help Line
- d. End of process**