



## **ATTENTION: ALL CLAIMSECURE DRUG CLAIM PAYERS:**

### **RE: IMPORTANT CHANGES IN PAPER CLAIM ADJUDICATION EFFECTIVE AUGUST 23**

Much of the industry news lately has been focused around changes, especially as they relate to prescription drugs, e.g. mark-ups and dispensing fees. This flurry of activity has been most evident in the Provinces of Ontario, B.C. and Quebec.

Traditionally, these fluctuations have had little or no impact on the adjudication of paper claims. The recent changes in mark-ups and dispensing fees do - which is why we are changing how ClaimSecure adjudicates paper claims.

Effective August 23, 2010, in order to optimally manage costs on behalf of our clients, ClaimSecure has made the conscious decision to introduce the same cost management edits that apply to on-line drug claims to paper drug claims. In other words, all members will be treated equally regardless of how their claims are submitted.

#### **What Does this Mean to You as a ClaimSecure Claims Payer?**

You will be required to change a few processes to ensure that proper pricing is applied to claims. Examples of such processes are: Compounds; Diabetic supplies; Unit and Package Pricing. With the experience you have gained in paying reimbursement claims using the ClaimSecure Web Claims Payment feature, you will enjoy a smooth transition in handling these processes.

ClaimSecure's Claims Adjudication Department is currently documenting the processes that will require changing in how you adjudicate a paper claim today. Once completed, your Client Service Associate will ensure that you receive (1) a copy of the new documentation procedures by the end of July (2) have time scheduled with the appropriate person to either "walk you through" any areas of concern or simply to answer any questions you might have.

#### **What Does This Mean to the Members Who Submit Paper Claims?**

Currently, cash paying members who submit their receipts for payment are subject to cost edits related to plan design. Going forward, their claims will be adjudicated subject to Provincial Din prices, pharmacy mark-ups and dispensing fees. These members could possibly receive a lesser reimbursement as a result and may have questions if their reimbursement amount changes. However, there are options should this adjudication change create a situation for your members.

If you have any questions regarding this change, please do not hesitate to contact your Client Service Associate.

July 19, 2010

