



EXPRESS SCRIPTS®

Express Scripts Canada
5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5

May 31, 2019

Attention: Pharmacy Professionals

Emergency Refills or Replacements

Given the current evacuations taking place in some regions due to wildfires, some patients may not have access to their medications and will require a refill or replacement.

If a pharmacy professional receives a rejection code (ME, MW, MY or NE) when submitting claims for refills or replacements, please use one of the following CPhA intervention codes as an override:

Intervention Code	Description
MR	Client Lost Medication. Rx Refilled.
UA	Consulted Prescriber and Filled Rx As Written
UB	Consulted Prescriber and Changed Dose
UC	Consulted Prescriber and Changed Instruction For Use
UD	Consulted Prescriber and Changed Drug
UE	Consulted Prescriber and Changed Quantity
UF	Patient Gave Adequate Explanation. Rx Filled As Written
UG	Cautioned Patient Rx Filled As Written
UI	Consulted Other Sources. Rx Filled As Written
UJ	Consulted Other Sources. Altered Rx And Filled
UL	Rx Not Filled – Pharmacist Decision
UN	Assessed Patient, Therapy Is Appropriate

(Source: Pharmacy Claims Submission Kit, Section 7.4.1. Intervention Codes)

For audit purposes, please document the reason for the emergency prescription refill as replacement **due to wildfires**.

If you have any questions, please contact the Express Scripts Canada Provider Claims Processing Call Centre at 1-888-511-4666. The call centre is open Monday to Friday from 6:30 a.m. to midnight (ET) or Saturdays, Sundays and statutory holidays from 8 a.m. to midnight (ET).

Sincerely,

Express Scripts Canada