



Maximum Benefit® Preferred Provider Network

WHAT IS THE PREFERRED PROVIDER NETWORK (PPN)*?

Maximum Benefit has enlisted Shoppers Drug Mart Inc. to act as the PPN for a select list of specialty drugs through their HealthWATCH® specialty care service. Claims for these drugs are paid when they are purchased through Shoppers Drug Mart or one of their affiliated pharmacies (delivery to remote areas is also available). HealthWATCH® specialty care can be contacted for more information at 1-855-512-3739 (8am-8pm ET). Members will not be reimbursed for prescriptions filled for specialty drugs through any other pharmacies.

Please note: **Only specialty medications are subject to the PPN***. Except for these specialty drugs, members may fill prescriptions and obtain reimbursement for all other drugs covered by the plan, including those requiring Prior Authorization (PA) at the pharmacy of their choice.

WHAT IS A SPECIALTY DRUG?

Specialty medications are typically the higher-cost drugs used to treat severe and often uncommon medical conditions (e.g., severe rheumatoid arthritis, cancer, multiple sclerosis). Specialty medications typically undergo a prior authorization process and HealthWATCH® specialty care will contact the member and guide them through the treatment journey if the drug is part of the PPN.

CAN A SPECIALTY DRUG PRESCRIPTION BE FILLED AT A DIFFERENT PHARMACY?

Members will not be reimbursed for purchases of specialty drugs through any other pharmacies.

WHAT IF THE MEMBER OR DEPENDENT IS COVERED UNDER ANOTHER PLAN?

If Maximum Benefit is the first payer, or if the coordination of benefits is with a provincial government plan, the member will have to apply for the PA and will be subject to the PPN.

If Maximum Benefit is not the first payer, and the member has another private drug plan as first payer, the member will need to apply for PA but will not be subject to the PPN. Members can purchase the specialty drug and be reimbursed for the prescription at any pharmacy of their choice.

DOES THE TELUS ASSURE® CARD NEED TO BE USED TO FILL A PRESCRIPTION FOR A SPECIALTY DRUG?

Yes, specialty drug coverage with Maximum Benefit is only available through the Telus Assure® card.

HOW DOES THE PPN PROCESS BENEFIT MY PLAN?

The HealthWATCH® specialty care service has a number of benefits, including helping to manage costs on specialty drugs for plan sponsors and plan members. Using a PPN helps to protect the sustainability of the drug plan.

HOW DOES USING A PPN HELP MEMBERS?

The HealthWATCH® specialty care service helps members by providing clinical support for specialty drugs when medications are dispensed at more than 1,600 Shoppers Drug Mart, Loblaw or affiliated pharmacies across Canada, excluding Quebec (home delivery is also an option for those living in remote areas). Plan members can also benefit from savings on other purchases through discounts at Loblaw Optical and Shoppers Home Healthcare/Wellwise stores.

In summary, members will benefit from*:

- Patient education
- Claim assistance
- Reimbursement assistance
- Medication adherence support
- Ongoing patient support
- Discounts of up to 20% on frames, lenses, prescription safety glasses and contact lenses

For more information regarding the Maximum Benefit PPN program, please call our customer service line at 1-800-893-7587.

***PPN IS NOT APPLICABLE TO RESIDENTS OF QUEBEC. EMPLOYEES OF QUEBEC FIRMS, BUT WHO RESIDE OUTSIDE OF QUEBEC, ARE SUBJECT TO THE PPN PROGRAM.**

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