



*This newsletter provides information on the PharmaCare program for British Columbia's community pharmacists. Please circulate among dispensing staff. PharmaCare on the Web: [www.healthservices.gov.bc.ca/pharme](http://www.healthservices.gov.bc.ca/pharme)*

## **PharmaNet is being updated as Fair PharmaCare deductibles are confirmed.**

When registering for the Fair PharmaCare plan, eligible registrants are assigned a temporary level of financial assistance based on their income. A signed consent must be provided to allow PharmaCare to verify income information with the Canada Customs and Revenue Agency. Registrants are advised that their level of assistance will be confirmed once income is verified and, if the reported income is different from that provided during registration, adjustments will be made to their level of assistance. Families are notified of their confirmed level of assistance by mail.

PharmaCare has just verified the income for 600,000 families and is in the process of issuing confirmation letters. However, please be advised that PharmaNet is updated with the confirmed deductibles automatically and, therefore, some people may come to purchase a prescription before they receive this information in the mail.

For the vast majority of families, their level of coverage will not change. Approximately 25 percent will have their deductibles and maximum adjusted to be higher or lower than what has been applied to date.

Customers who have questions or concerns about the changes to their level of assistance can call the Registration Desk at 1-800-387-4977, available seven days a week from 8:00am to 10:00pm. They can also expect to receive an explanation of the changes in the mail.

## **Fair PharmaCare Deductibles and Protection of Privacy**

Please remember that PharmaCare staff cannot provide pharmacists with information regarding a patient's Fair PharmaCare deductible. Individual deductibles are now based on a family's net income. As a result, to protect the privacy of individuals, deductible information is not returned by PharmaNet or provided over the telephone to anyone.

Options for deductible information:

Once PharmaCare has verified a family's net income with the Canada Customs and Revenue Agency, confirmation of the family's deductible and family maximum will be mailed to the registrant.

Income band information was provided to pharmacists in PharmaCare Newsletter 03-04 (issued May 7, 2003). This newsletter is available on the PharmaCare Web site at: [www.healthservices.gov.bc.ca/pharme](http://www.healthservices.gov.bc.ca/pharme). (From the PharmaCare home page, select the Publications link.)

A benefit calculator is also available to the public on the PharmaCare Web site. (From the PharmaCare home page, select the Register for Fair PharmaCare link. When the registration page is displayed, from Other Links, select PharmaCare Benefit Calculator.)

If a patient elects to provide their family net income for the relevant tax year to a Registration Desk representative, the representative can assist them in estimating their family deductible.

Alternatively, the pharmacist can submit the current prescription claim on PharmaNet and advise the patient how it adjudicates. If necessary you can then reverse the claim.