

SELF-SERVICE OPTIONS BY PHONE

Automated information is available 24 hours a day to provide pharmacists with:

- Prescriber IDs
- Special Authority information
- Benefit status and plan coverage for a specific drug
- Blood Glucose Test Strip coverage status

DIALING IN

1. Dial the PharmaNet Help Desk:
 - Vancouver/Lower Mainland.....604-682-7120
 - Toll Free.....1-800-554-0225
2. Choose the Self-Service Option.
3. After selecting Self-Service, when prompted, enter your **College of Pharmacists ID** (not your employee number) and press #.

GETTING THE INFORMATION

▶ To get a Prescriber ID, press 1:

- Enter the practitioner's MSP billing number. Press #.

The Prescriber ID and name is spelled out.

▶ For information on a Special Authority (SA), press 2:

- Enter the patient's 10-digit PHN. Press #.
- Enter the drug identification number (DIN). Press #.

If there is a Special Authority for the drug, you'll be provided with:

- confirmation of the PHN and DIN you entered
- applicable type of Special Authority: Reference Drug Program / Low Cost Alternative Program / Limited benefit
- maximum days' supply
- Special Authority expiry date

▶ To verify benefit status (e.g., benefit, non-benefit) and plan coverage for a drug, press 3:

- Enter the drug identification number (DIN). Press #.

▶ To confirm coverage of Blood Glucose Test Strips for a patient, press 4:

- Enter the patient's 10-digit PHN. Press #.

MORE OPTIONS

After the message ends

- To replay information, press **1**
- To return to the main menu, press **8**
- To transfer to the Help Desk, press **0**
- To end the call, press **9** or hang up

TIPS

- You do not need to enter leading zeros for drug identification numbers.
- If you enter an incorrect PHN, press * then immediately enter the correct number.