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