

PHARMACARE HELP DESK

FOR PHARMACISTS

PharmaCare Help Desk (24/7): 604-682-7120 (Lower Mainland) or 1-800-554-0225

Enter your Practitioner ID, issued by the College of Pharmacists of BC. Depending on the information you need, use self-service or wait and talk to a representative.

Self-service - available 24/7

Use self-service to find out	Select	Enter
Practitioner ID	1	Prescriber's MSP billing #
Special Authority: drug, exp. date, max days' supply (if applicable)	2	Patient PHN
Plans that cover a drug	3	DIN/PIN
If client has blood glucose training certificate/BGTS limit	4	Patient PHN
Patient's coverage plans and exp. date(s)	5	Patient PHN
Name of pharmacy that previously dispensed to client	6	Patient PHN

Talk to a representative - available 24/7

Talk to a representative to	Select
Report PharmaNet timeout or technical issue	1
Rejected claim/claim status	2
Verify a patient's MSP coverage or BC Services Card info	3
Patient restrictions	4
MACS	5
Provider enrolment; LCA shortages; funds transfers; Plan B payments; pharmacy software vendor changes; IP address changes, O-Med PHN, etc.	6

Be prepared to provide:

- Pharmacy site ID
- Ticket number if issue was reported previously



If calling about a specific client, you will need:

- Client's full name
- Client's PHN



If calling about a practitioner, have on hand:

- Practitioner's full name
- Their Practitioner ID (also called College number, prescriber ID). If you do not know a physician's Practitioner ID, you can give their MSP billing number



Fax: 250-405-3587

E-mail: informationsupport@hbc.gov.bc.ca

Mail: PharmaCare Help Desk

PO Box 9655 Stn Prov Govt

Victoria BC V8W 9P2

The Help Desk is closed on December 25.

MEDICAL PRACTITIONER LINE

FOR PRESCRIBERS

Medical Practitioner Line: 1-866-905-4912 (toll-free)

For information about	Select	Hours
Benefits covered through Plan G, also SA (incl. RDP)	1	Monday - Friday 8:00 am - 4:30 pm
Benefits covered through Plan P	2	24/7
Restricted claimant program	3	24/7

You can also talk to the representative to get the name of a patient's pharmacy.

PharmaNet Data Quality Services Team

1-844-660-3200 Monday - Friday, 8:00 am - 4:00 pm (leave a voicemail message outside of hours).

To report a lost or stolen duplicate/controlled prescription pad, a prescriber must contact the team and provide:

- Prescriber's name, location, and contact information
- Prescriber's licence number
- Folio numbers involved
- Additional information as required

Contact the team if you find an error in a PharmaNet profile (e.g., duplicate prescription, dispenses on the wrong PHN), or for support with a prescription reversal.



These numbers are for providers only. They should not be given out to the public.