



Memorandum

To: All Group Benefit Plan Members – Western Ontario District of the PAOC
CC: Dan DiSabatino – Secretary Treasurer
From: Jeff Kechnie, President – Kechnie Benefits
Date: March 21, 2022
Re: **TELUS Health Virtual Pharmacy Registration Details – Program Effective April 1, 2022**

Dear Valued PAOC Plan Member,

Reminder: As of April 1st, 2022, TELUS Health Virtual Pharmacy (THVP) Home Delivery will be the Preferred Provider Program for Maintenance Drug dispensing and the required provider for Specialty Medication.

Members who utilize *TELUS Health Virtual Pharmacy Home Delivery* as their pharmacy of choice for dispensing their **Maintenance Medication** will continue to have those drugs reimbursed at their plan's **current and full coinsurance/reimbursement level**.

- Those using **ANY** other pharmacy option for **Maintenance Medication** (including those remaining with Express Scripts Canada – the current Home Delivery Pharmacy) will still have their Medication covered under their Drug Plan however reimbursement will occur at a **10% lower co-insurance/reimbursement level**. *Note: Acute Medication reimbursement will continue at the regular plan levels regardless of Pharmacy.*
- High-Cost Specialty Medication dispensing continues to be mandatory through the Preferred Provider, THVP, for coverage under your Group Benefits Plan.

PLEASE NOTE: The transfer of medications from the Express Scripts Pharmacy to TELUS Health Virtual Pharmacy is NOT automatic. Each Member will need to transfer their medications over to TELUS Health Virtual Pharmacy or a pharmacy of their preference if they so choose.

Registration Portal Access:

<https://plus.telushealth.co/page/virtualpharmacy/paoc/>

TELUS Health Virtual Pharmacy Toll Free Help line:

1-877-796-7979

When setting up your account, you will want to have the following information available:

- **Your Provincial Health card and Current Valid Personal ID**
- **Your Current Insurance Provider: TELUS ASSURE PAOC**
- **Kechnie Benefits Drug Card: Upload a Photo of your card, or manually enter the Drug Carrier, Group and Cert fields respectively with a space between each field. EG. based on the card sample below the Card # would be: 34 54321 1234567**



- **All of the Medications you wish to transfer over*; Name of Drug and/or Prescription # (Rx#) or Drug Identification Number (DIN#)**
- **Your Family Members details if you are adding any dependents and their medications to your profile**
- **Note: When transferring your medications, be sure to consider when your next refill is to occur, per medication. Any medications that WILL NOT be refilled BEFORE April 1st, 2022 can be transferred over to THVP right away. Any medications that still NEED TO BE refilled BEFORE April 1, 2022 should NOT be transferred over until AFTER April 1, 2022 to ensure proper dispensing.*

Again, if at any time you would like assistance setting up your THVP portal or transferring your medications please give **TELUS Health Virtual Pharmacy's direct HELP LINE** a call: **1-877-796-7979**.

Be sure to check out the [Frequently Asked Questions](#) section for information about the **TELUS Health Virtual Pharmacy**.

Should you have any questions about this change or how it may affect your coverage, please contact Kechnie Benefits at 1-866-710-7080 or email Benefits@Kechnie.com.

Thank you,

The Kechnie Benefits Team

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