

Express Scripts Canada Provider Services

Quick Facts

- Pharmacies currently do not pay for services provided by Express Scripts Canada (ESC), even though they derive considerable financial benefit from those services. Charging pharmacies service fees to cover costs is a commonly-used model in Canada and elsewhere in the world.
- An independent value analysis found that the type of services ESC provides saves pharmacies between \$3.50 to \$6.00 per claim. Please read the research document, *Value of Pharmacy Benefit Management Services to Pharmacies in Canada* [here](#).
- Another major PBM currently charges pharmacies between \$0.10 and \$0.20 per claim with an average reimbursement time of approximately 7.5 days.
- Beginning January 1, 2024, ESC will start charging a service fee of up to \$200 a month to cover current costs and to fund enhanced provider services to pharmacies registered with ESC, while retaining an average reimbursement time of approximately 4.5 days.
- There will be a lower service fee for pharmacies with fewer claims. The service fee will not apply to Government claims. For more details on the fee schedule, please see [section 2.6 of the Pharmacy Provider Manual](#).
- ESC will offer a 10% discount on the monthly service fee when paid by pre-authorized debit (PAD).
- As part of enhanced services to providers, ESC has launched a new [Pharmacy Provider website](#), to facilitate faster completion of administrative tasks and additional access to ESC information and services. ESC will also establish an Advisory Board to include a cross-section of pharmacy representatives. The board will influence the direction of priorities for the future development of services that will drive value for pharmacy providers registered with ESC.

Express Scripts Canada

5770 Hurontario Street, 10th Floor
Mississauga, ON, L5R 3G5

Express Scripts Canada Pharmacy Provider Call Centre

Toll-free: 1 (800) 563-3274

Monday to Friday:
6:30 a.m. to midnight ET

Weekends and statutory holidays:
8 a.m. to midnight ET



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