



Express Scripts Canada®
5770 Hurontario Street, 10th Floor
Mississauga, ON L5R 3G5

February 15, 2023

Attention: Designated Pharmacy Manager

SUN LIFE PHASE TWO IMPLEMENTATION

March 1, 2023

*****IMPORTANT*** ACTION REQUIRED – CARRIER TRANSITION**

Applies to all groups under Carrier 16

Express Scripts Canada (ESC) is pleased to announce Phase Two of the transition of Sun Life Carrier ID 16 from TELUS/Assure to ESC on March 1, 2023. Phase Two will include all groups under Carrier 16 that were not transitioned during Phase One.

To minimize disruption to your claim submissions and to ensure consistent delivery of care to your patients, ESC and Sun Life have been working together with pharmacy software vendors to ensure all required changes happen automatically in your system.

In cases where the change is not automated (i.e., for new patients), pharmacies will need to direct claims to ESC after the March 1, 2023 transition date.

IMPORTANT:

- Given the high volume of Sun Life plan members involved in this transition, it is vital you follow the instructions outlined in this communication.
- Carrier 12 - Group 055555/PSHCP/Federal Government plan is **excluded** from this transition to ESC.

If manual changes are needed to your patient's profile, the following steps are required to avoid claims being rejected:

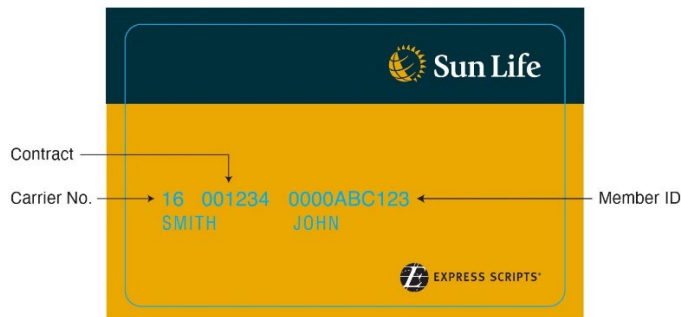
1. Update all patient and dependent records currently associated to Sun Life Carrier ID 16 and TELUS/Assure and direct all future claims, including coordination of benefit claims, to ESC beginning March 1, 2023.

An error message will be returned if the transaction was submitted to the incorrect pharmacy benefit manager or adjudicator, indicating that the transaction needs to be redirected to ESC:

“Incorrect adjudicator/Erreur destinataire - Re-submit to/Resoumettre à Express Scripts (ESC/ESI) IIN #610068” with reject code = “E1” (E1=Host Processing Error).

2. Remove the 2-digit issue number at the end of the Member/Client ID.
Example: Current Member/Client ID 000123456701 (TELUS/Assure) changes to 0001234567 (ESC).
3. Member/Client IDs must be a minimum of 10 characters in length (after dropping the issue number). If they are shorter, add leading zeros to the left of the Member/Client ID to make it 10 characters long.
Example: Member/Client ID is ABC123, please input 0000ABC123 (10 characters).
4. Group/policy/contract number must be six digits in length. If not, add leading zeros to the left of the Group/policy/contract number.
Example: Group number is 1234, please input 001234 (6 digits).
5. Reversals of claims previously paid by TELUS/Assure must be directed to TELUS (with the original Member/Client ID).
 - Recommendation: When appropriate, please reverse claims prior to March 1, 2023, for prescriptions that have not been picked up.
 - Please note that Sun Life Carrier 16 claims with service dates before March 1, 2023, cannot be reversed after May 29, 2023.

Although Sun Life plan members will be encouraged to download or print their new digital drug cards (with the Express Scripts Canada logo), some patients may continue to present their TELUS/Assure card at your pharmacy. Please note that all information on the TELUS/Assure drug card is still valid (Member/Client ID, group/policy/contract number and Carrier number).



The steps outlined above will assist your pharmacy in transmitting claims successfully, so please share this information with your pharmacy staff.

For a list of pseudo DINs used for compounding, please contact the ESC Provider Call Centre at 1 800 563-3274 or visit www.express-scripts.ca > Downloads & Resources > Healthcare Providers > Pseudo DINs.

If you have any questions or require any support through this transition, we are here to help. Please contact our Provider Call Centre at 1 800 563-3274 Monday to Friday from 6:30 a.m. to midnight (ET), or Saturdays, Sundays and statutory holidays from 8 a.m. to midnight (ET) or email us at prorelations@express-scripts.com.

Sincerely,

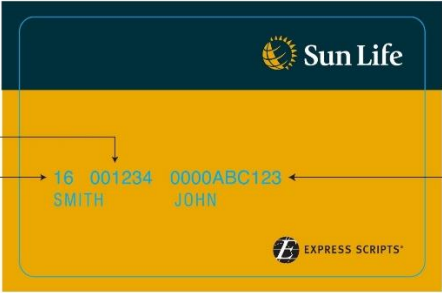
Express Scripts Canada

**Sun Life Transition to ESC from TELUS/Assure
Wednesday March 1, 2023**

Key Points to Remember

As of March 1, 2023, Sun Life patients under Carrier 16 must have all claim submissions sent to Express Scripts Canada (ESC).

Any questions should be directed to your software vendor or the ESC Provider Call Centre.

Important information	Sample card
<p>All Group/Policy/Contract numbers under Carrier 16 are transitioning.</p> <p>The Group/Policy/Contract number must be 6 digits in length. Add leading zeros if it is shorter, e.g., 1234 becomes 001234 (6 digits).</p> <p>The two-digit issue number on the TELUS/Assure card will no longer be used, e.g., TELUS Member/Client ID 0001234567<u>01</u> changes to 0001234567 for ESC</p> <p>The Member/Client ID must be a minimum of 10 characters in length (after dropping the issue number). If it is shorter, add leading zeros to make it 10 characters long, e.g., ABC123 becomes 0000ABC123 (10 characters).</p>	 <p>The sample card is a Sun Life Express Scripts card. It features the Sun Life logo at the top and the Express Scripts logo at the bottom. The card displays the following information: Contract (16), Carrier No. (001234), and Member ID (0000ABC123). The member's name is split as SMITH and JOHN. Arrows point from the labels 'Contract', 'Carrier No.', and 'Member ID' to their respective values on the card.</p>

Error Message at Adjudication	Reason	Action(s)
E1: Host Processing Error Incorrect adjudicator/Erreur destinataire – Re-submit to/Resoumettre à Express Scripts (ESC/ESI) IIN #610068	Contract/Policy/Group has transitioned to Express Scripts Canada/ESI	Re-submit the claim to Express Scripts Canada (ESC/ESI).
A8 – No reversal made – Orig. claim missing A8 – Aucune annulation n’a été faite – Dem originale manquante	Claim was previously paid by TELUS/Assure (paid prior to March 1, 2023)	Reversals should be directed to TELUS/Assure using the original member/Client ID (including the issue number). Sun Life Carrier 16 claims with service dates before March 1, 2023 cannot be reversed after May 29, 2023.

For a list of pseudo DINs used for compounding, please contact the ESC Provider Call Centre at **1 800 563-3274** or visit www.express-scripts.ca > Downloads & Resources > Healthcare Providers > Pseudo DINs

******This transition involves a high number of Sun Life plan members.******