

TELUS Health Solutions Compounds Submission and Eligibility Guidelines



**Not applicable to pharmacy providers in the province of Quebec*

A compound is a product that a pharmacist must make by mixing two or more ingredients, and when they are combined, become a preparation that is not commercially available. A compound can be in the form of liquid, capsules, cream, ointment, IV bag, etc. Compounds are sometimes referred to as mixtures or extemporaneous mixtures.

Eligible compounds

Compounds are eligible if the primary active ingredient is covered on the cardholder's plan.

Important: Even though an eligible prescription requiring DIN/PIN may be accepted online, if it has been added to a compound containing an ineligible ingredient or base as listed below or is in an ineligible format, the compound will be deemed ineligible and charge backs will apply.

Ineligible Bases, Ingredients and Formats: The following chemicals/drugs/ formats (but not limited to those listed) are not eligible on any of our plans, even if combined with a prescription-requiring medication or with a product considered to be an eligible benefit.

Ineligible bases

Benoquin®	Lustra™ (entire product line)	Rosacure®
BioBase G™	Neostata® (entire product line)	Solage®
Eldopaque®	Neutrogena® (selected products)	Solaquin®
Eldoquin®	Porecelana®	sunscreens (all product brands)
glycolic acid	Rejuva®	Ultraquin®
Glyquin®	Renova®	Viquin®
Kinerase®	retinol	vitamin E cream
La Roche-Posay® (entire product line)	Reversa® (entire product line)	

Ineligible ingredients

aminophylline in a topical base	DMPS	Mercurochrome®
ammoniated mercury	(dimercaptopropanesulphonate)	methylcellulose E4M
arsenic	DMSA (dimercaptosuccinic acid)	minoxidil (any strength)
azaleic acid (Used for Hair Loss)	DNCB (dinitrochlorobenzene)	Perio Plus®
benzoin tincture/Friar's Balsam	Evening Primrose Oil	Peru Balsam
bichloroacetic acid	finasteride (compounded)	pregnenolone
coumarin	gentian violet	secretin
DCP	glycolic acid histamine/caffeine	titanium dioxide
(diphenacyprone/ diphenacyclopropenone)	(Procarin®) hydroquinone	triamcinolone (used for hair loss)
DHEA (dehydroepiandrosterone)	kojic acid	tri-iodo-L-thyronine – topical
DMAE (dimethylaminoethanol)	magnesium dicitratem	vitamin K topically
	mandelic acid	yohimbine

Ineligible forms/formats

gummies	pre-filled syringes	timed release products
lollipops	sustained release products	troches
lozenges	slow release products	

Reimbursement guidelines for extemporaneous mixtures

TELUS Health Solutions receives inquiries from pharmacies regarding the allowable time charges that can be charged to TELUS Health Solutions when submitting compounds. Depending on the mixture preparation, please refer to the appropriate chart below when submitting claims.

End result equals a cream/ointment/lotion preparation

Quantity Range	No. of Ingredients	Allowable Time
0 to 15 grams	2	5 min
	3	6 min
	4	8 min
	5	10 min
	6	12 min
16 to 25 grams	2	7 min
	3	8 min
	4	10 min
	5	12 min
	6	14 min
26 to 50 grams	2	10 min
	3	12 min
	4	16 min
	5	20 min
	6	24 min
51 to 100 grams	2	12 min
	3	14 min
	4	18 min
	5	22 min
	6	26 min
101 to 200 grams	2	14 min
	3	16 min
	4	20 min
	5	24 min
	6	28 min
201 - 300 grams	2	16 min
	3	18 min
	4	22 min
	5	26 min
	6	30 min
301 to 400 grams	2	18 min
	3	20 min
	4	24 min
	5	28 min
	6	32 min
401 to 500 grams	2	20 min
	3	22 min
	4	26 min
	5	30 min
	6	34 min

Liquid to liquid compounds

Quantity Range	No. of Ingredients	Allowable Time
0 to 500 mls	2	2 min
	3	3 min
	4	4 min
	5	5 min
	6	6 min
501 to 1000 mls	2	4 min
	3	5 min
	4	6 min
	5	7 min
	6	8 min
1001 mls +	2	6 min
	3	7 min
	4	8 min
	5	9 min
	6	10 min

Capsules/tablets compounded to liquid oral suspension

Quantity Range	No. of Ingredients	Allowable Time
Up to 15 tabs/caps	2	15 min
	3	20 min
	4	25 min
	5	30 min

Powder to liquid injection – vials

No. of Ingredients	Allowable Time
2	10 min
3	12 min
4	14 min
5	16 min

Liquid to liquid injections or reconstituted liquid – vials

No. of Ingredients	Allowable Time
2	3 min
3	5 min
4	7 min
5	9 min

End result equals a suppository form
The allowable time **plus** an additional 60 min/100 suppositories

No. of Ingredients	Allowable Time
1	3 min
2	5 min
3	7 min
4	9 min
5	11 min

End result equals a capsule form
The allowable time **plus** an additional 45 min/100 capsules
Reminder: Any compounded SR products are not covered.

No. of Ingredients	Allowable Time
1	3 min
2	5 min
3	7 min
4	9 min
5	11 min

ADDITIONAL NOTES:

Compounding Topical Syringes:

We allow time charge per no. of ingredients plus an additional 2 min per syringe.

Compounding IV preparations and Cassettes:

We allow 3 minutes per mini bag • We allow 24 minutes per 100 ml cassette • We allow 18 minutes per 50 ml cassette
Pumpbags are priced the same as cassettes

Provincial compound fee guidelines

Province	Fee
British Columbia	A compound time charge of a pre-established amount per minute, plus a regular dispensing fee.
Alberta	Only a regular dispensing fee can be charged if the compound requires less than 7 minutes preparation time. If a compound requires more than 7 minutes preparation, a regular dispensing fee plus an addition pre-established amount per minute for each minute in excess of seven (7) minutes can be charged.
Saskatchewan	A compound time charge to a pre-established amount per minute, plus a regular dispensing fee.
Manitoba	A compound time charge to a pre-established amount per minute, plus a regular dispensing fee.
Ontario	A compound time charge to a pre-established amount per minute, plus a regular dispensing fee.
Quebec	A compound time charge based on usual and customary dispensing fee.
New Brunswick	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Nova Scotia	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Newfoundland	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Prince Edward Island	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.
Northwest Territories and Yukon	Compounding time is a flat rate of 1.5 times the usual and customary dispensing fee submitted in the compounding charge field. No regular dispensing fee can be charged. Dispensing fee field is left blank.

**All guidelines are subject to modifications based on a number of factors including the usual and customary practices in different provinces.*

Please note:

1. Pharmacies in Atlantic Canada are **not** permitted to charge a regular dispensing fee on top of the compound fee.
2. In Ontario for provincial co-ordination of benefits (COB), TELUS Health Solutions follows ODB allowable time charges.