There are lots of resources and support available to answer the questions you may have about your treatment. Ask your doctor for details.

**QUESTIONS?**

If you have any questions, please contact the Sun Life Customer Care Centre at 1-800-361-6212.

**SUN LIFE COLLABORATES WITH EXPERT ORGANIZATIONS TO DEVELOP AND MAINTAIN THE PRIOR AUTHORIZATION PROGRAM.**

Carepath, a leading organization focused on patient outcomes in cancer care, reviewed the oral Oncology product category and the Rheumatoid Arthritis category was developed in ongoing consultation with the Ontario Rheumatology Association and the Canadian Rheumatology Associations.
LET YOUR DOCTOR KNOW:

1. Your health plan requires prior authorization for some drugs.

2. Some, but not all, drugs used to treat the following conditions require prior authorization:
   - Anti-inflammatory - specialty
   - Asthma
   - Blood disorders
   - Cancer (drugs administered orally)
   - Diabetes
   - Hepatitis
   - Human immunodeficiency virus (HIV)
   - Lupus
   - Multiple sclerosis
   - Muscle-nerve disorder
   - Osteoporosis
   - Pulmonary arterial hypertension
   - Rare diseases

A category of drugs called biologics also needs prior authorization. Biologics are used to treat conditions such as:

- Rheumatoid arthritis
- Crohn’s disease
- Psoriatic arthritis
- Ankylosing spondylitis
- Plaque psoriasis

For each of the conditions listed above, if the drug your doctor recommends needs prior authorization, you need to send Sun Life a completed prior authorization form before filling your prescription.

For biologics:
For some categories of biologic drugs, there is a preferred drug. You need to try

You can find a list of the drugs and forms by going to mysunlife.ca/priorauthorization.

If your plan sponsor chose the “grandfathering” option and you are taking one of the drugs included in the prior authorization program in the 120 days before prior authorization begins, you don’t need to apply for approval.

3. If the request is not approved, you can still use the drug your doctor has recommended, but you will not be reimbursed by your drug plan.

4. If your prior authorization request is approved, you can use your Pay-Direct Drug card at the pharmacy. Present your card each time and your pharmacist will send us your claim electronically. Sun Life pays the covered amount directly to your pharmacy, so you only have to pay the balance. If your spouse also has a benefit plan that includes a Pay-Direct Drug card, your pharmacist can send claims electronically to both plans at the same time – to make the initial claim and then claim the unpaid balance from the other plan. This is called “coordination of benefits” and it could mean that you have no out-of-pocket costs at all!

SOME THINGS TO REMEMBER

- You can get a prior authorization form by going to mysunlife.ca/priorauthorization.

- Provided that we have all of your information, Sun Life will review your request within five business days, and let you know in writing if you are approved.

- If your request is approved, it is approved for that drug indefinitely at this time.

- If the request is not approved, you can use the drug your doctor has recommended.

YOUR PAY-DIRECT DRUG CARD – A FAST AND EASY WAY TO COVER YOUR ELIGIBLE PRESCRIPTION DRUGS

- No claim forms to complete.
- No waiting for a cheque in the mail.

If your prior authorization request is approved, you can use your Pay-Direct Drug card at the pharmacy. Present your card each time and your pharmacist will submit your claim electronically. Sun Life pays the covered amount directly to your pharmacy, so you only have to pay the balance. If your spouse also has a benefit plan that includes a Pay-Direct Drug card, your pharmacist can send claims electronically to both plans at the same time – to make the initial claim and then claim the unpaid balance from the other plan. This is called “coordination of benefits” and it could mean that you have no out-of-pocket costs at all!

START TAKING ADVANTAGE OF THE MANY BENEFITS OF THE SUN LIFE PREFERRED PHARMACY NETWORK TODAY!

Good news! You are eligible to take advantage of the benefits of the Sun Life Preferred Pharmacy Network (PPN)—a network of participating pharmacies across Canada, excluding Quebec. It is designed to reduce claim costs for plan members like you when you shop for most specialty drugs that require prior authorization at participating pharmacies using your Sun Life Drug card.

By filling your prescription at a Sun Life PPN pharmacy, you will benefit from potentially reduced claim costs for specialty drugs.

Additionally, you can take advantage of a few benefits that are not sponsored by Sun Life. These include:

- A range of services that may be offered by the pharmacies participating in the Sun Life PPN, including injection services (where available), smoking cessation clinics, e-refills, home delivery (where available) and more.

- You may choose to speak with McKesson Canada, an expert with patient assistance programs, about co-pay assistance counselling which includes assistance with navigating and applying for government and manufacturer financial assistance programs. This benefit is available in Quebec. Rest assured that any information you share with McKesson Canada regarding co-pay assistance will not be shared with Sun Life or your plan sponsor.

If you are currently taking a drug within the previously mentioned categories and would like to find out if you can benefit from the Sun Life PPN, you can either:

- speak with a Sun Life PPN advisor at 1-855-885-6425 between 8 a.m. and 8 p.m. EST, Monday to Friday, or

- visit the Sun Life PPN website at mysunlife.ca/sunlifepharmacynetwork.