

## Reimbursement Procedures for Financial Support Drug Program (FSDP) Patients

The BC Cancer Agency reimburses the cost of drugs to patients who qualify for FSDP benefits. Retail pharmacies across BC charge the BC Cancer Agency for pre-approved claims directly to the BCCA's FSDP corporate credit card.

### *Can patients purchase their drugs from any retail pharmacy?*

Yes, patients may purchase their drugs from all participating retail pharmacies. Please check with the pharmacy to ensure that they are one of the participating pharmacies.

### *What if patients already paid for their medications?*

If a patient has qualified for FSDP benefits and has inadvertently purchased medications that may have been benefits of the FSDP, they should return their prescription receipts to the retail pharmacy where they purchased the drugs within 60 days of purchase. The retail pharmacy should contact the FSDP office to file a claim and get authorization to charge the expenses to the BCCA corporate credit card. Once approval is received, the retail pharmacy can proceed to reimburse the patient directly. Requests to file retroactive claims for patient reimbursements will only be considered if the original purchase occurred within the last 60 days.

### *What if patient cannot return to the retail pharmacy where he/she purchased the drugs?*

If patients cannot return to the retail pharmacy where the drugs were purchased, the Canadian Cancer Society (CCS) can advise them to send in all original BC Pharmacare receipts to FSDP Office. These requests will also only be considered if the original date of purchase was in the last 60 days.

### *Will he/she get a full refund?*

All requests for direct reimbursement will be reviewed to ensure that they meet all the FSDP requirements. Only those that meet all the requirements will be reimbursed. Reimbursement will be prorated to the patient's approved level of FSDP drug benefit coverage as determined by the CCS.

### *What is the contact information for FSDP Office?*

Financial Support Drug Program  
BC Cancer Agency, Provincial Pharmacy Office  
Fairmont Medical Building, 600-750 West Broadway, Vancouver, BC, V5Z 1H1  
Tel: 1-800-663-3333 ext. 672515 or 604-877-6000, ext. 672515  
Hours of operation: Mon-Thurs (excluding statutory holidays) from 9:30 am - 1:00 pm

### *What is the purpose of this process?*

- a) Consistent and efficient capture of all claims in the FSDP database
- b) Confirmation with the retail pharmacy that all BC Pharmacare Special Authority and FSDP requirements have been met.
- c) Minimizes cost of service provision.
- d) Immediate refund to the patients rather than waiting for a cheque to be provided by the PHSA Finance Office.