

Third-Party Payors – Early Refills		
Plan	Code	Refill Rules
TELUS Health/Assure ¹	BCE	<ul style="list-style-type: none"> - Eligible for refill when at least 2/3 of the previously dispensed supply is used - If a plan member requires an early refill OTHER THAN due to a change in dosage, they are required to pay cash for the claim and submit the receipt, along with the reason for the early refill to the insurance carrier for payment consideration
Express Scripts ²	ESI	<ul style="list-style-type: none"> - Eligible for refill when at least 2/3 of previously dispensed drug supply is used - Pharmacist to exercise professional judgement when applying an intervention override code, and only for a valid medical reason when an intervention has been conducted - DUR response and intervention codes available in Appendix 1 - Use of an intervention code requires written documentation to support it either directly on the prescription hard copy or electronically on the member’s profile at the time of dispensing - Lost, stolen or damaged medication cannot be submitted as an early refill
Green Shield ^{3,4}	GS	<ul style="list-style-type: none"> - Eligible for refill when at least 80%* of the previously dispensed supply used - In order to approve the claim after receiving the DUR warning FILL TOO SOON with code D7, pharmacist must investigate and exercise professional judgment, override with an appropriate intervention code, and document the reason for use on the prescription hard copy: <ul style="list-style-type: none"> o MK – Good Faith Emergency Coverage Established o MN – Replacement Claim Due to Dose Change o MV – Vacation Supply (review vacation supply policy) o *administrative guideline, benefit plans may differ
Non-Insured Health Benefits (NIHB) ⁵	NIHB	<ul style="list-style-type: none"> - Eligible for refill when at least 2/3 of previously dispensed supply used - DUR intervention codes that can be used are found in Appendix 1. Additional intervention codes include MR for Client Lost Medication – Rx Refilled and UL for Rx Not Filled – Pharmacists Decision - Reason for early refill must be documented on the prescription hard copy or electronically on the client profile (e.g. lost/destroyed/stolen medication, dosage change, vacation supply)

Veteran's Affairs/IFHP/Medavie/Ontario Blue Cross ^{6,7}	OBX	<ul style="list-style-type: none"> - The CDUR alerts the pharmacist for REFILL TOO SOON with code D7 - Eligibility for early refills is dependent on the medication, plan variations, and policy-specific parameters. Contact provider for more information and to discuss the requirements for an early refill for the patient's particular plan and medication
Beneva (formerly SSQ Financial Group ⁸)	SSQ	<ul style="list-style-type: none"> - The DUR will alert the pharmacist for REFILL TOO SOON with code D7 - Eligibility for early refills vary between different plans. Contact provider for more information and to discuss the requirements for an early refill for the patient's particular plan and medication
Belairdirect (formerly Johnson Insurance ⁹)		<ul style="list-style-type: none"> - The DUR will alert the pharmacist for REFILL TOO SOON with code D7 - Eligibility for early refills vary between different plans and group benefits. Contact provider for more information and speak to the claims team to discuss the requirements for an early refill for the patient's particular plan and medication.
NexgenRx ¹⁰	NRX	<ul style="list-style-type: none"> - Eligible for refill when there are less than 10 days left of previous dispensed supply remaining based on the original days' supply submitted - D7 code for REFILL TOO SOON must be overridden with an appropriate intervention code found in Appendix 1
Ontario Drug Benefit (ODB) Program ^{11,12}	ODB	<ul style="list-style-type: none"> - Eligible for refill when there are 10 days or less left of previously dispensed supply remaining - Note: A D7 code for REFILL TOO SOON will be received if it is an early refill, but the claim has been approved for payment. Pharmacists should verify and document the reason for the early refill and if a claim needs to be reversed, the applicable intervention code should be used: <ul style="list-style-type: none"> o UD - consulted prescriber and changed drug o UE - consulted prescriber and changed quantity o UL - prescription not filled – pharmacist decision o UH- counselled patient, prescription not filled
Canadian Benefit Providers ^{13,14}		<ul style="list-style-type: none"> - Eligible for refill when at least 3/4 of the previously dispensed amount has been used - Pharmacist can use their professional judgement to override the "Refill Not Allowed At This Time" warning with an intervention code: <ul style="list-style-type: none"> o MN - Replacement Claim Due to Dose Change o MV - Vacation Supply o NF - Override - Quantity Appropriate - Intervention codes must not be used for reasons such as medication loss or damaged medication due to negligence or improper storage.
ClaimSecure ¹⁵	CS	<ul style="list-style-type: none"> - Eligible for refill when at least 2/3 of previously dispensed supply is used, otherwise will alert the pharmacist for REFILL TOO SOON with code D7

APPENDIX 1: DUR RESPONSES AND INTERVENTION CODES

DUR Responses	DUR Intervention codes
MW/MY – Dispensed DIN is the same as drug dispensed by the same (MW) or another (MY) pharmacy provider and less than 67% of the days' supply has elapsed from the previous claim	UA - Consulted prescriber and filled Rx as written. UB - Consulted prescriber and changed dose. UC - Consulted prescriber and changed instructions for use. UD - Consulted prescriber and changed drug.

MX/MZ – Dispensed DIN is the same therapeutic class as drug dispensed by the same (MX) or another (MZ) pharmacy provider and less than 67% of the days' supply has elapsed from the original claim

UE - Consulted prescriber and changed quantity.

UF - Patient gave adequate explanation. Rx filled as written.

UG - Cautioned patient. Rx filled as written.

UI - Consulted other source. Rx filled as written.

UJ - Consulted other sources, altered Rx and filled.

UN - Assessed patient, therapy is appropriate.

References:

1. TELUS Health. Pharmacy manual. Page 34. Accessed March 4, 2026. http://page.telushealth.com/rs/655-URY-133/images/supportdoc_pharmacy-manual.pdf
2. Express Scripts. Pharmacy Provider Manual. Pages 33-35. Accessed March 4, 2026. <https://www.express-scripts.ca/sites/default/files/2026-02/Pharmacy%20Provider%20Manual.pdf>
3. GreenShield. Why am I not eligible for a refill yet? GreenShield+ Help Centre. Accessed March 4, 2026. <https://greenshieldplus.zendesk.com/hc/en-ca/articles/26181043682964-Why-am-I-not-eligible-for-a-refill-yet>
4. GreenShield. Pharmacy Claims Manual. Accessed March 4, 2026. Pages 14-16. <https://www.providerconnect.ca/AdminContent/ViewPharmacyManual.aspx?ppmid=f1fec7db-a1bb-41c5-8760-635e7ff4140b>
5. Non-Insured Health Benefits (NIHB). Pharmacy Claims Submission Kit. Pages 19, 33-35. Accessed March 4, 2026. <https://nihb-ssna.express-scripts.ca/en/0205140506092019/16/1603>
6. Medavie Blue Cross. Pharmacy Provider Guide. Page 15. Accessed March 4, 2026. https://docs.medaviebc.ca/providers/guides_info/Pharmacy-Guide-2.pdf?mtime=20190117142823
7. Called Medavie Blue Cross Customer Service (Ontario), 1-800-355-9133, advised by Tammy. March 5, 2026 at 9:23am.
8. Called Beneva Customer Service, 1-888-235-0606, advised by Cecilia. March 5, 2026 at 12:21pm.
9. Called Belairdirect Group Benefits Ontario, 1-800-461-4155, advised by Mohammed. March 5, 2026 at 2:35pm.
10. NexgenRx. Pharmacy Manual & Provisions. Accessed March 4, 2026. https://en.nexgenrx.com/wp-content/uploads/1-PharmacyProviderProvisions-and-Manual_June2023-Combined.pdf
11. Ontario Ministry of Health. Ontario Drug Benefit Formulary/Comparative Drug Index. 43rd ed. Accessed March 4, 2026. <https://www.ontario.ca/files/2025-09/moh-formulary-edition-43-en-2025-09-17.pdf>
12. Ontario Drug Programs Reference Manual. Page 277. Accessed March 4, 2026. <https://www.ontario.ca/files/moh-odp-reference-manual-en.pdf>
13. Canadian Benefit Providers. Pharmacy Manual. Page 22. http://www.cbproviders.ca/includes/assets/CBP_Pharmacy_Manual.pdf
14. Called Canadian Benefit Providers Help Desk, 1-855-944-9166, advised by Jen. March 4, 2026 at 3:04pm.
15. Called ClaimSecure Drug Claims, 1-888-513-4464, advised by Dale. March 4, 2026 at 3:53pm.

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