

Update on some practices in claims processing

1. **Ozempic (semaglutide):** In alignment with industry standards, the medication will now be subject to Step Therapy for the treatment of type 2 diabetes only. Starting November 1, 2023, there must be another eligible medication in the insured's claims history for the treatment of diabetes to automatically qualify for reimbursement of this medication. If not, the insured will need to submit a request for an exception and have it approved. Note: No reimbursement will be granted if the medication is prescribed solely for weight loss.
2. **Biological drugs:** Insured individuals prescribed a new biological drug from November 1, 2023, onwards must take the biosimilar equivalent, following RAMQ practices. Patients already on treatment before November 1 will continue to receive reimbursement for the biological drug they are currently taking without any specific action on their part.
3. **Maximum reasonable and customary fees:** These maximums for medical and paramedical expenses have been revised to better align with industry standards. By limiting excessive claims, this type of maximum plays an important role in controlling the costs of a plan. For paramedical fees, a policyholder may choose to amend their contract to establish higher or lower per-visit maximums that meet the needs of their insured individuals.
4. **Limit on provision for a new prescription:** To avoid waste if a new medication is not suitable for an insured individual, the first purchase of a medication that has never been claimed will be limited to a maximum provision of 30 days.