Drug Prior Authorization Form

The purpose of this form is to obtain information required to assess your drug claim.

IMPORTANT: Please answer all questions. Your claim assessment will be delayed if this form is incomplete or contains errors.

Any costs incurred for the completion of this form are the responsibility of the plan member/patient.

Privacy

Protecting your personal information. At Canada Life, we're committed to protecting personal information and respecting your privacy. Personal information is information that either on its own or combined with other information allows an individual to be identified. This includes your name and address, as well as more sensitive information such as your health and financial records. When applicable, this includes information about other people such as your spouse, common-law partner, and children.

How we use your personal information. Your personal information is used to provide you with products and services and to improve our business operations. This includes verifying your identity, maintaining your profile, and informing you about features of the products you already have with us. It's also used to provide you with advice, evaluate your eligibility for products, price our products, collect feedback on our customer service, process claims and other financial transactions, protect you and us from risks such as cyber threats and fraud, and comply with legal obligations. If you provided your social insurance number (SIN), we'll use it for tax reporting. Your SIN is also used to link your products together and to keep your information separate from other customers with similar names.

Who we share personal information with. We share your personal information with other people and organizations who help us administer your products and provide you with services. This may include your advisor or people who work with your advisor, our Canadian subsidiaries, and other organizations that provide us services such as paramedical examiners, medical laboratories, MIB, LLC., specialty coverage providers, independent medical examiners, and pharmacy benefits managers. As well, we may share your information with claims assessors, travel assistance providers, technology suppliers, other insurance or reinsurance companies, other financial institutions, and credit reporting agencies. As part of our day-to-day business, your personal information may be communicated to government departments and agencies, and may be communicated outside your province of residence or outside Canada. We take protecting your personal information seriously and we'll never sell your personal information to anyone.

You're in control of your personal information. We respect your privacy preferences and follow them when using your personal information. At any point in your relationship with us, you can choose how your personal information is used by updating your privacy preferences through your **online account** or by submitting a request through our **privacy centre** at **canadalife.com/privacy**. This includes choosing whether you receive customer experience surveys, the use of your SIN for non-tax reporting purposes, and whether and how you want to receive information and offers from Canada Life using the personal information we collect from you throughout your relationship with us. You can also exercise other privacy rights through our privacy centre such as access to or correction of your personal information.

If you choose to remove your consent to the collection, use and disclosure of the personal information required to serve you and meet our legal obligations, we may not be able to continue to provide you with products and services.

Want to learn more? Please visit **canadalife.com/privacy.**

Drug Prior Authorization Form

Privacy consent, authorization, and declaration

I understand that my personal information will be collected, used and shared as set out above.

Canada Life reserves the right to audit the information provided on this form at any time and this consent extends to any audit of my claim. This consent may be revoked by me at any time by sending written instruction to that effect.

If the patient is a person other than myself, I confirm that the patient has given their consent to provide their personal information and for Canada Life to use and disclose it as set out above.

I certify that the information given below is true, correct, and complete to the best of my knowledge. Failure to provide true, correct and complete information on this form could result in revocation of any approval decision, a requirement to repay paid claims or other appropriate action.

I agree that by submitting this form or authorizing it to be submitted, I am consenting to the terms set out in this section, even if I have not signed the form.

Plan Member's signature: _____ Date: _____

Form completion instructions

1. Complete "Patient Information" sections.
2. Please review and sign the form.
3. Have the prescribing physician complete the "Physician Information" sections.
4. Send all pages of the completed form to us by mail, fax or email as noted below.

Note: As email is not a secure medium, any person with concerns about their prior authorization form/medical information being intercepted by an unauthorized party is encouraged to submit their form by other means.

Mail to:
The Canada Life Assurance Company
Drug Claims Management
PO Box 6000
Winnipeg MB R3C 3A5

Fax to:
The Canada Life Assurance Company
Fax 1-204-946-7664
Attention: Drug Claims Management

Email to:
cldrug.services@canadalife.com
Attention: Drug Claims Management

For additional information regarding Prior Authorization and Health Case Management, please visit our Canada Life website at **canadalife.com** or contact Group Customer Contact Services at 1-800-957-9777. Deaf or hard of hearing and require access to a telecommunications relay service? Please contact us: TTY to Voice: 711 or Voice to TTY: 1-800-855-0511.

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Patient Information

Plan member information – Complete all sections of this page (please print)

Plan Member: Patient Name:

Plan Name: Plan Number: Plan Member ID Number:

Patient Date of Birth (dd/mm/yyyy): Address (number, street, city, province, postal code):

Please indicate preferred contact number and if there are any times when telephone contact with you about your claim would be most convenient:

May we contact you by email? (Note that some correspondence may still need to be sent by regular mail). ☐ Yes ☐ No

If yes, please provide email address:

Treatment history with this drug

Is the patient currently on, or previously been on this drug? ☐ Yes ☐ No

If Yes, a) indicate start date (dd/mm/yyyy):

b) coverage provided by:

(if coverage is not provided by Canada Life please provide pharmacy print-out showing purchase of this drug)

Other benefit plans

Does the patient have drug coverage under any other group benefits plan? ☐ Yes ☐ No

If Yes, name of other Insurance Company:

If other plan is with Canada Life, tell us the plan and ID number:

Name of plan member:

Relationship to patient:

Provide details and attach documentation of acceptance or decline:

Provincial programs or other coverage

Does the patient have coverage under a provincial program or from any other source? ☐ Yes ☐ No

If Yes, name of program or other source:

Provide details and attach documentation of acceptance or decline:

Is the patient currently receiving disability benefits for the condition for which this drug has been prescribed? ☐ Yes ☐ No

Patient support program details

Has the patient enrolled in the patient support program for this drug? ☐ Yes ☐ No

If Yes, please provide the following information:

1. Patient support program patient ID Number:
2. Patient assistance program contact person name and phone number:

Contact Name: Phone Number:

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Physician Information

Note to Physician: In order to assess a patient's claim for this drug, we require detailed information on the patient's prescription drug history as requested below.

Attach extra information if necessary. GENETIC TEST RESULTS ARE NOT REQUIRED.

Physician's information (please print)

Name of prescribing physician:

Specialty:

Address (number, street, city, province, postal code):

Telephone Number (including area code):

Fax Number (including area code):

1. Name of drug prescribed:

2. Prescribed dose and regimen:

Patient's weight: kg (for weight-based dosing) Date determined (mm/yyyy):

3. Medical condition: Date of diagnosis (mm/yyyy):

Is this drug being prescribed in accordance with approved Health Canada Indications?

Initial request:

☐ Yes, complete questions 1 – 7 and Initial Request section.

☐ No, prescribed use of not approved by Health Canada. Complete questions 1 – 7 and Initial Request section and off-label use section.

Renewal request:

Complete questions 1 – 7 and Renewal Request section.

4. What is the anticipated duration of treatment of this drug?

5. Where will treatment be administered? ☐ Home ☐ Physician's Office ☐ Private Clinic ☐ Hospital In-patient ☐ Hospital out-patient

6. Drug and Treatment History – **must be completed for every request.**

Drug(s) and Treatment(s) past and present	Dosing Regimen	Start Date (dd/mm/yyyy)	End Date (dd/mm/yyyy)	Clinical Results/Outcome
				☐ Failure ☐ Intolerance ☐ Other Clinical details:
				☐ Failure ☐ Intolerance ☐ Other Clinical details:
				☐ Failure ☐ Intolerance ☐ Other Clinical details:

7. Is the requested drug being used in context of a clinical trial? ☐ Yes ☐ No

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Physician Information

Initial Request

Diagnosis

Has the medical condition been confirmed by diagnostic testing? ☐ Yes ☐ No

List the diagnostic tests performed to confirm the diagnosis.

Specialties and specialty clinics involved with the patient's treatment plan	Most recent date the patient was assessed (dd/mm/ yyyy)	Next date the patient will be assessed (dd/mm/yyyy)

Severity

Indicate the current stage of disease and/or applicable disease severity scores and the date the score was assessed. Attach copies of relevant test results, specialist consultations or clinical notes demonstrating the severity of the patient's disease.

Date determined(dd/mm/yyyy) _____

Treatment Rationale

Provide medical rationale why this drug has been prescribed instead of alternative treatments (particularly other first line options).

Treatment Goals

How will the patient's response to treatment be monitored or measured? (e.g. improvement in disease severity scores)

Renewal Request - Genetic test results are not required

Start date of treatment (mm/yyyy): _____

Is the patient receiving clinical benefit from this drug? ☐ Yes ☐ No

Describe the patient's response to treatment, particularly in relation to the signs and symptoms of their diseases at initial presentation

Indicate the current stage of disease and/or applicable disease severity scores.

Date determined(dd/mm/yyyy): _____

Attach copies of relevant test results, specialist consultations or clinical notes demonstrating a response to treatment.

Off-label use - Genetic test results are not required

Is there clinical evidence supporting the off-label use of this drug? ☐ Yes ☐ No

Provide clinical literature/studies to support the request for off-label use, such as:

- At least two Phase II or two Phase III clinical trials showing consistent results of efficacy; and
- Published recommendations in evidence-based guidelines supporting its use.

Physician Information

Note for Physician: To be eligible for reimbursement, Canada Life may require your patient to purchase a drug requiring prior authorization from a pharmacy designated by Canada Life. If applicable, a health case manager will contact you with further information.

I certify that the information provided is true, correct, and complete.

Physician's Signature: _____ Date (dd/mm/yyyy): _____

License Number: _____

It is important to provide the requested information in detail to help avoid delay in assessing claims for the above drug. This form may be subject to audit. The completed form can be returned to Canada Life by mail, fax, or email.

Note: As email is not a secure medium, any person with concerns about their prior authorization form/medical information being intercepted by an unauthorized party is encouraged to submit their form by other means.

Mail to:
The Canada Life Assurance Company
Drug Claims Management
PO Box 6000
Winnipeg MB R3C 3A5

Fax to:
The Canada Life Assurance Company
Fax 1-204-946-7664
Attention: Drug Claims Management

Email to:
cldrug.services@canadalife.com
Attention: Drug Claims Management