



About Essential Medicines

Welcome! GreenShield's Essential Medicines drug plan provides coverage for a list of prescription medications at no cost to you, and ordering these medications through our online pharmacy, The Health Depot, makes getting them as convenient as possible.

AN OVERVIEW OF YOUR COVERAGE

The Essential Medicines drug plan provides access to a predetermined list of prescription medications at no out-of-pocket cost, meaning no deductibles and no copays. Coverage through the plan is limited to a maximum of \$1,000 for 12 months from the date of enrolment. It includes the cost of dispensing fees and the medications listed on the approved Program Formulary, also included in this package. We encourage you to share this list with your physician. Medications included in the list are only covered when prescribed by a legally qualified medical practitioner or dental practitioner registered in Ontario.

A subset of drugs covered by the program may require you to meet clinical criteria to be eligible, or may be subject to other limitations, as determined by Green Shield. In addition, if you have been prescribed certain medications not covered by the program, you can speak to a GreenShield Drug Benefit Navigation Specialist who may be able to help access these medications elsewhere.

To continue participation in the plan, you must be actively employed and not be enrolled in a private drug plan provided by an employer or private insurer, regardless of the level of coverage available. Also, if you become eligible for a government-funded program in Ontario that covers drug costs (except for the Trillium Drug Program), you would not be eligible to participate in the program.

Examples of government-funded programs include but are not limited to Ontario Works, Ontario Disability Support Program (ODSP), Ontario Drug Benefit (ODB) and OHIP+ for youth ages 24 and under. It's important to keep us informed of any changes. Don't hesitate to contact the Program Specialist if you become eligible for a public program or enrol in a private plan.

As mentioned in your approval letter, medications covered through the program will be available exclusively through GreenShield's digital pharmacy, The Health Depot (THD). Please go online to set up your profile at <https://app.thehealthdepot.ca/create-account>. If you need assistance with this step, please reach out to your Outreach Worker, or contact the Program Specialist.

Once registered you can order your medications through The Health Depot website or by calling 1.855.844.2242 toll-free. Medications are delivered free of charge to your home address or any Canada Post location. Pharmacists can answer medication questions by phone or video, and by chat using the 'chat with me' button on The Health Depot website.



FREQUENTLY ASKED QUESTIONS

How will The Health Depot know which medications I am taking?

When you create an online account with The Health Depot, you will provide the contact information of your current pharmacy, and The Health Depot will transfer your prescriptions. Tell your doctor, or prescriber, that prescriptions can be sent directly to The Health Depot by fax at 855.640.1874 or through PrescribeIT at 200 326 204.

What happens after I reach the plan maximum or the end of the plan?

The drug plan is valid for 12 months from the start of enrolment up to a maximum of \$1,000. Once you reach the plan maximum or your 12-month enrolment period ends, the program will no longer provide coverage, and you would need to pay for medications out-of-pocket. You can re-apply to the program shortly before the end of your enrolment period. GreenShield will reassess eligibility based on any changes within the most recent 12-month period.

Will I have access to brand name medications through the program?

If a medication has a generic alternative, the brand name will not be eligible for reimbursement through the program.

Are compounded medications covered through the program?

No, the Essential Medicines drug plan does not cover compounded medications.

What happens if my doctor prescribes me a medication that is not on the list?

Medications not included on the list of eligible drugs will not be covered by the plan. These medications can still be ordered through The Health Depot, but you will be responsible for payment. We encourage you to share the Program Formulary with your prescribers.

What happens if I cannot wait for my medications to be delivered the next day?

The Health Depot delivers across Ontario. In the rare event you cannot get your medications in time, contact the Program Specialist to see how an exception may be possible.