



Drug Prior Authorization Program

At GreenShield, certain drugs require pre-approval before we will pay a claim under your drug plan.

Why do prior authorization drugs require approval?

These drugs tend to be expensive and/or have the potential to be used inappropriately – either through excessive use or for unapproved medical conditions. To ensure safe and effective treatment, GreenShield has established medical criteria that you must meet before coverage is approved.

How does the prior authorization program benefit me?

The program helps ensure medications are used safely, appropriately, and according to clinical guidelines. It encourages the use of proven first-line treatments before approving more advanced options. This ensures you receive the most effective care while helping manage rising drug costs and protect the value of your drug plan.

Checking Drug Coverage and Prior Authorization

GreenShield+ members can easily check if a drug is covered and whether prior authorization is required by logging into their account and using the drug coverage search tool.

Here's how:

1. Ask your prescriber for the drug name or Drug Identification Number (DIN).
2. Log into your GreenShield+ account.
3. Go to **Coverage** in the top menu and select **Check Coverage**.
4. Choose **Drug (Prescription)** from the Category Menu.
5. Search using the drug name or DIN.

You'll see one of three results:

Eligible – this means the drug is covered.

Not Eligible – this means the drug is not covered.

Exception Drug requires authorization – this means the drug is covered if medical criteria is met.

- Click **View Details** to download the Authorization Form.

How to Apply for Authorization

1. Review and complete eligibility criteria with your prescriber
2. Submit the form via:
 - a. **Email:** drugspecial.autho@greenshield.ca (this is the quickest way!)
 - b. **Fax:** 1-866-797-6483
 - c. **Mail:** GreenShield Attn: Drug Special Authorization, P.O. Box 1606, Windsor, ON N9A 6W1

After Submission

The results of your authorization form will be available in GreenShield+.

To view them, go to the top menu bar, select **Coverage**, and then click on **Medication Prior Authorization**. While the fastest way to access your results is through GreenShield+, you will also receive a copy by mail.

Approved – Drug is covered; future claims won't need reapproval (unless a time limit applies). Submit the prescription as usual.

Denied – Not covered, or additional information required. You may pay out-of-pocket or discuss alternatives with your doctor.

No GreenShield+ Access? Contact Us

1. Call or email us to request the form.
2. Submit it via email, mail, or fax.
3. You'll get your response by mail.

Phone: 1-833-880-0087

(Mon–Fri, 8:30 a.m. – 8:30 p.m. ET)

Email: drugspecial.autho@greenshield.ca

Mail: GreenShield Attn: Drug Special Authorization,
P.O. Box 1606, Windsor, ON N9A 6W1

Fax: 1-866-797-6483

Need help?

Contact the **GreenShield Customer Service Center at 1.833.880.0087** (Monday to Friday, 8:30 a.m. to 8:30 p.m. ET). And remember to tell your physician and pharmacist that your drug plan includes a prior authorization program.