

Prescription Drug Card for Faculty, Librarians & Archivists

Frequently Asked Questions

We are taking this opportunity to remind active members of your ability to use your prescription drug card when purchasing prescription drugs. The drug card eliminates the need to pay for a prescription drug then submit the claim to Sun Life for reimbursement and then wait for the claim to be processed. We have developed some frequently asked questions below:

1. Do I have to use the drug card?

No, however, the Pension & Benefits office encourages faculty members to use the drug card as it informs the pharmacy of your coverage information, but it is not required.

2. Are there any conditions of the drug card?

Once the pharmacy keys in your information they will see the maximum amount they are permitted to charge for the cost of the drug.

3. Is there a limit to the dispensing fee?

There is no limit on the dispensing fee to YUFA members.

4. Can I still submit a paper claim to Sun Life for my prescription drugs?

Yes, you may submit a paper claim to Sun Life. If you did not provide your drug card to the pharmacy, they may charge you more than the applicable amount. Sun Life has been instructed to reimburse you the full amount charged however from time to time the special processing notes are missed and you will not receive full reimbursement. You will then need to contact Sun Life or the Pension & Benefits office for us to inform Sun Life to adjudicate the claim a second time. The Pension & Benefits office recommends presenting the drug card to your pharmacy to avoid delays in processing.

5. Do I have to show my card to the pharmacy every time I get a prescription drug?

No, most often when you show the card initially the pharmacy keeps the information in their records. If you change pharmacies, you will need to show the card again.

6. Can I continue to use the mobile app or file prescription drug claims through the Sun Life system?

Yes, you may use the mobile app or the Sun Life claim submission system. If you did not provide your drug card to the pharmacy, they may charge you more than the applicable amount. Sun Life has been instructed to reimburse you the full amount charged however from time to time the special processing notes are missed and you will not receive full reimbursement. You will then need to contact Sun Life or the Pension & Benefits office for us to inform Sun Life to adjudicate the claim a second time. The Pension & Benefits office recommends presenting the drug card to your pharmacy to avoid delays in processing.

7. How do I get replacement card(s)?

Log into my sunlife <https://www.sunnet.sunlife.com/signin/mysunlife/home.wca?>

If you have not yet signed up for the my sunlife website, please click the register button and follow the prompts. If you have any questions, please contact Sun Life directly as we do not have access to this information.

Click Coverage Information on the right side of the screen.

Then click on Print my coverage card(s)

The information provided includes general information such as your member ID, Contract #, Travel Card, as well as the drug card information.

8. Why does it say assure on the drug card?

Telus Health Solutions (assure) is the provider which Sun Life has partnered with to process the day to day automation of drug claims.

9. What services can the card be used for?

The purchase of prescription drugs only. Brand name or generic prescriptions drugs are covered.

10. Does the card expire?

The card does not expire except when you terminate employment or retire.

11. Do I use the card after I retire?

The card is only valid while you have active benefit coverage. The card is no longer valid when you terminate employment or retire.

12. Are there changes when I turn age 65?

Yes, at age 65 the Ontario Drug Benefit (ODB) program covers many drugs. Your pharmacy needs to first submit claims through the ODB and then through the drug card if you are still an active member.

13. What happens if I move?

Once you have notified Human Resources, Employee Records the system will be updated and the information sent to Sun Life to update their records. A file is sent to Sun Life every Monday morning with updates.

14. What happens if I add or delete dependents?

Once you have notified the Pension & Benefits office the system will be updated, and the information sent to Sun Life to update their records. A file is sent to Sun Life every Monday morning with updates.

15. What happens with the yearly deductible?

If a drug claim is the first claim of the year you will be asked by the pharmacy to pay the \$25 single or \$50 family deductible, as applicable. If your first claim of the year is another health expense, such as a massage therapy claim, the deductible will be taken from that claim submission. The systems are integrated for the deductible to be charged once.

16. Are brand name prescription drugs covered?

Yes, brand name prescription drugs are covered.

If you have any questions or concerns regarding your benefit coverage please contact Sun Life at 1-800-361-6212. The policy number is 014098. Your member id is nine digits and begins with "1".

You may wish to also access the Sun Life member website at <https://www.sunlife.ca/>

You may also access benefit information and submit most claims through the Sun Life mobile app.

If you haven't already signed up for direct deposit of your benefit reimbursement, please do so through the Sun Life website or mobile app.