

## Special Support Program

Manitoba, British Columbia, and Saskatchewan offer provincially funded drug programs that can help residents with their drug costs. These programs are available to all residents in these provinces. In Saskatchewan, the program is called the Special Support Program. The Program is provided by the Ministry of Health and is an income-tested program that helps residents with their drug costs in relation to their income.

Insurance companies, like Canada Life, need to make sure you are accessing provincial programs first before using their services. Canada Life pays for eligible prescriptions up until you reach the deductible for the Program. After you've reached your deductible, the Program pays. Canada Life may also cover eligible prescriptions that the Program doesn't cover.

### **How do I know if I still need to apply for the Special Support Program?**

If you need to apply for the Program, either Canada Life will notify you through their member website (My Canada Life at Work, under Claims History), or your pharmacy will notify you of the requirement when you pick up or drop off a prescription. The pharmacy may also provide you a copy of the application form (see below).

### **How do I apply for the Program?**

Families or individuals can apply to the Program by completing the application form and providing income documentation. There are two types of applications that can be found on the Ministry of Health website or at your pharmacy.

### **Which version of the application do I fill out?**

**Side A application form:** This form provides your consent to the Canada Revenue Agency (CRA) to release specific income information (line 15000) to the Ministry of Health, Drug Plan and Extended Benefits Branch. No annual application required. Your coverage will be automatically renewed each year as long as you file your income tax return. You are encouraged to complete Side A for automatic renewal and to prevent lapse in coverage.

**Side B application form:** You submit this form if you do not file income tax or would rather submit your income information. You must submit an application and income documentation every year. In the fall, you will receive information in the mail with instructions on how to renew your coverage.

### **Where do I submit my application?**

Mail, fax or email your application to the Drug Plan's Special Support Program (contact information is provided on the form). You will receive a confirmation of benefits letter when the initial application is processed. Special Support coverage begins on the date the Drug Plan Branch received your completed application.

**Where do I send my Special Support Program letter once I receive it?**

The provincial program will send you a letter confirming your registration and your deductible amount. Send a copy of this letter, as well as your Plan number and Member ID (found on your Canada Life pay-director drug card), to Canada Life by fax or email:

- Fax: (204) 946-7664
- Email: [sdppharmacare@canadalife.com](mailto:sdppharmacare@canadalife.com)

**How much time do I have to apply for the Program?**

Once you have been initially notified about your need to apply for the Program, you should apply as soon as possible. If you do not apply, and after a set dollar value of claims has been submitted, you will receive a new message from your pharmacy indicating “Failure to enroll may suspend payment”. If you still do not apply, eventually your prescription drug benefits will be suspended (see below).

**What happens if I don’t apply to the Special Support Program?**

There are some drug expenses that the Special Support Program may cover. If you don’t apply to the Program, your drug claims may be declined (for drugs eligible for Pharmacare), or the eligible expenses may be reduced. You will receive a message from your pharmacy if this is the case: “Insurer requires provincial plan”.

**How do I regain my prescription drug benefits?**

If your drug benefits do get suspended, you can still apply for the Special Support Program and send the resultant letter to Canada Life to regain your benefits. You can also submit any receipts for expenses paid out of pocket for reimbursement once your provincial program registration is complete.

**Who do I contact if I have questions?**

If you have any questions, please contact Canada Life at 1-866-238-2891.