

TELUS - Early Refills for Lost Medication

TELUS Health currently has a policy in place whereby early refill of medications lost as a result of natural disasters, such as flooding or wildfires, are allowed to be submitted online by Plan members.

Because of an increased prevalence of these natural disasters occurring across Canada, TELUS Health has decided to update their process.

Effective immediately, TELUS Health will continue to allow early refill of medications lost as a result of a natural disaster (as defined by **Public Safety Canada***) for up to one month after the event has occurred.



When a claim is rejected with the “early refill” message, pharmacies can submit the applicable intervention code indicating the claim is a replacement due to a specific natural disaster. We hope this will help to ease anxiety and provide a seamless experience for Plan members and pharmacies.

*Public Safety Canada definition of disaster: <https://www.publicsafety.gc.ca/cnt/mrgnc-mngmnt/ntrl-hzrds/index-en.aspx>