

Replacement of Lost Medications – NWT, Yukon and BC Wildfires

In response to the ongoing wildfires in the Northwest Territories, Yukon and British Columbia TELUS® Health will extend the allowance of early refills for plan members who have lost their medications as a result of these fires.

Although it is TELUS Health's policy not to allow replacement claims online, they will allow early refills that are replacing lost medications until September 17, 2023.

All pharmacy providers in the Northwest Territories, Yukon and British Columbia have been advised of this exception. TELUS Health will continue to monitor the situation and will update accordingly.

