

TELUS® Health Enhanced Generic Interchangeability

TELUS Health is our partner in managing your Plan's drug program through consistent adjudication of claims, efficient processing, and policy development that enhances sustainability. One of these policies, which has a substantial impact by protecting the affordability of the drug plan, is the requirement for pharmacists to substitute interchangeable generic drugs for their higher-priced brand name equivalent.

Generic interchangeability is a designation given to generic drugs that have been identified as a direct substitute for a brand name alternative. Generic drugs contain the same active medicinal ingredients as the corresponding brand name, and are, therefore, considered therapeutic equivalents. Generic products cost less and can help control drug plan costs.

In most cases, when a brand name drug is prescribed and a generic is available, the pharmacy is advised to substitute the generic drug and TELUS will only reimburse the generic costs. In some cases, this practice has not been followed due to differing provincial drug rules surrounding interchangeability.



As of March 20, 2023, enhanced generic interchangeability will apply to all residents of New Brunswick.

To ensure consistency and support the sustainability of the drug plan, TELUS, as part of an industry-wide strategy, has centralized their list of interchangeable generic drugs so they are no longer subject to varying provincial rules. If a generic drug is deemed interchangeable with a brand name drug, TELUS will cover only the cost for the generic, regardless of whether a particular province has listed the drug as interchangeable. Most Chambers Plan Extended Health options include generic substitution for prescription drugs. However, if the prescribing physician indicates "No substitution" on the prescription, the requested drug will be covered based on the brand name cost, as long as it is listed in the TELUS formulary.

We encourage Plan members to speak to their healthcare providers about prescribing generic alternatives. This will reduce out-of-pocket expenses and contribute to the sustainability of their drug plan.