

Important Update for Federal Licensed Sellers

October 12, 2022

On June 13, Medavie Blue Cross, as the third-party processor for Veterans Affairs Canada (VAC), implemented the first step in the plan to enable the option for electronic submission of Cannabis for Medical Purposes (CMP) claims. The system enables Medavie Blue Cross to process CMP claims electronically and will improve the speed and accuracy of claims processing.

We are aware that some Federal Licensed Sellers (FLS) have seen an increase in rejected claims during the transition to this system. Medavie Blue Cross and Veterans Affairs Canada are collaborating to obtain timely resolution. We have determined that the electronic point of sale system calculates the 30-day reimbursement rule in a different manner than the previous system. We acknowledge that this has had an impact on the number of claims rejected.

To address this, lump sum payments will be made to affected FLSs for claims rejected due to the 30-day rule retroactive to June 13. We are working through the requirements to update the system with the intent to have it process on the same 30-day rule as previously used. In the interim, FLSs are asked to continue to dispense based on the previous 30-day rule. VAC will ensure that FLSs receive payment for all valid future claims until the system fix is deployed.

It is our collective desire, to ensure that VAC clients can continue to order their products following the previous 30-day reimbursement rule, ultimately receiving their approved quantities on time.

We will be in touch as we continue to work through the logistics of providing FLSs with retroactive lump sum payments from June 13, 2022.

Should you have any questions, please contact Medavie Blue Cross at 1-888-261-4033.

Thank you for the ongoing care and service that you provide to our Veterans.

