

Update - Important Update for Federal Licensed Sellers

November 2022

As indicated in the bulletin sent on September 9, 2022, we are aware that some Federal Licensed Sellers (FLS) have seen an increase in rejected claims during the transition to the system currently being used to adjudicate Cannabis for Medical Purposes claims. We have determined that this system calculates the 30-day reimbursement in a different manner than the previous system and acknowledge that this has an impact on the rejection of claims.

A system update is scheduled for the evening of Sunday, November 20. Effective November 21, 2022, this update will allow the system to process on the same 30-day rule as was used by the previous system. We are working 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.

Once this system update is completed successfully, the lump sum payments will be issued prior to December 1, 2022. This lump sum will include claims rejected, due to the 30-day rule, from June 13 to November 20, 2022. Additionally, Medavie will send an excel file to each FLS to identify each transaction included in the lump sum payment. This will have the same information as the Provider Payment summaries you currently receive and will be sent via Secure Email. There will be no interruption to your regular Provider Payment pay cycle. We appreciate your continued patience as we work through this update.

As a reminder, please ensure invoices are only sent for processing once the reimbursement approval fax has been received from Medavie Blue Cross. Submitting invoices prior to the fax being received causes an increase in rejected claims and requires claims to be adjudicated multiple times unnecessarily.

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.



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