

3. CONTACT INFORMATION

3.1 Claim Adjudication Support and Inquiries

Claims processing is provided for the Program through the office at the following address:

**Newfoundland and Labrador Prescription Drug Program
P.O. Box 8070, Postal Station A
St. John's, NL A1B 4A6**

Courier Address: 10 Factory Lane, Fort William Building

**Telephone: (709) 753-3615
Toll Free: (888) 724-7760
Facsimile: (709) 739-2929
E-Mail: NLPDP@Bell.ca
Website: <http://nlpdp.bell.ca>**

Please contact this office for:

- Questions or difficulties on any aspects of claims adjudication, including payment reconciliation, inability to connect to real-time system etc.
- Beneficiary reimbursement of prescription receipts, and
- Covered benefit medications and supplies.

Should you find it necessary to correspond with the Program, always provide Provider name, address, and Provider Number.

Representatives are available to answer your inquiries from 8:30 am – 4:30 pm Monday through Friday.

3.2 Eligibility Inquiries

The Assessment Office can answer inquiries regarding:

- the eligibility for a specific Beneficiary,
- Out-of-Province Drug Coverage for Beneficiaries of the Program,
- the 65Plus Plan,
- the 65Plus Plan for Landed Immigrant Seniors,
- Emergency Coverage under the Foundation Plan, and
- Coverage status of Beneficiaries of the Access and Assurance Plans

The contact information for this office is:

Newfoundland and Labrador Prescription Drug Program

**P.O. Box 510
Stephenville, NL
A2N 3B4**

Courier Address: 29 Carolina Avenue, Stephenville, NL A1B 3B4

**Toll Free: 1-888-859-3535
Toll Free Fax: 1-888-272-2444**

Representatives are available to answer your inquiries from 8:30 am – 4:30 pm Monday through Friday. Summer hours are 8:30 am – 4:00 pm.

3.3 Program Policy Inquiries

The Pharmaceutical Services Division of the Department of Health and Community Services can address inquiries regarding:

- policies of the Program,
- criteria for Special Authorization medications,
- status of requests for Special Authorization,
- covered benefit medications and supplies for the Select Needs Plan
- eligibility for the Select Needs Plan, and
- Newfoundland and Labrador Interchangeable Drug Products Formulary.

The contact information is:

**Pharmaceutical Services Division
Department of Health and Community Services
Government of Newfoundland & Labrador
P.O. Box 8700
St. John's, NL A1B 4J6**

**Telephone: (709) 729-6507
Toll Free: (888) 222-0533
Facsimile: (709) 729-2851
Website: www.gov.nl.ca/health/nlpdp**

Representatives are available to answer your inquiries from 8:30 am – 4:30 pm Monday through Friday. Summer hours are 8:30 am – 4:00 pm.

3.4 Audit Inquiries

The auditing of claims paid under the Program falls under the mandate of the Audit and Claims Integrity Division of the Department of Health and Community Services.

Phone or Fax inquiries relating to auditing issues to:

Telephone: (709) 758-1566

Fax: 758-1691 or 1-866-819-3052

Mailing Address:

Department of Health and Community Services

Audit and Claims Integrity Division

P. O. Box 8700

St. John's, NL A1B 4J6

Courier Address:

Department of Health and Community Services

Audit and Claims Integrity Division

45 Majors Path

St. John's, NL A1A 4Z9

3.5 Commonly Used Website Addresses

Program General Website Address:

www.health.gov.nl.ca/health/prescription/index.html

Application Form – Access / Assurance Plans:

http://www.health.gov.nl.ca/health/forms/pdf/nlpdp_application.pdf

Coverage Status Table:

http://www.health.gov.nl.ca/health/prescription/coverage_status_table.pdf

Special Authorization Medications – Criteria for Coverage and Forms:

<http://www.health.gov.nl.ca/health/nlpdp/criteria.pdf>

National Common Drug Review:

<http://www.cadth.ca/about-cadth/what-we-do/products-services/cdr>

Atlantic Common Drug Review:

<http://novascotia.ca/dhw/pharmacare/atlantic-common-drug-review.asp>

Pan-Canadian Oncology Drug Review:

<http://www.cadth.ca/pcodr>

Pharmaceutical Services Act:

<http://www.assembly.nl.ca/legislation/sr/statutes/p12-01.htm>

NLPDP Plans – Overview:

http://www.health.gov.nl.ca/health/prescription/nlpdp_plan_overview.html

Provider Notifications:

<http://nlpdp.bell.ca>

Tamper Resistant Prescription Drug Pad Program:

https://www.health.gov.nl.ca/health/prescription/hcp_tamperresistantdrugpad.html#sched1

Consent Form – For Release of Information to a Third Party:

http://www.health.gov.nl.ca/health/prescription/NLPDP_consent_form.pdf

Policy Amendment History

	Effective Date
Original Policy	November 30, 2011
Revision #4	June 4, 2020