

Dispensing Publicly Funded Remdesivir (Veklury™) in Ontario Pharmacies – Frequently Asked Questions

This document accompanies the Executive Officer (EO) Notice: Dispensing Publicly Funded Remdesivir (Veklury™) in Ontario Pharmacies available on the [ministry website](#).

For more information:

- refer to the ministry website for [COVID-19 antiviral treatments](#) in Ontario
- refer to the [product monograph for remdesivir](#)
- refer to the [Ontario Drug Programs Reference Manual](#) and contact the ministry's Ontario Drug Benefit (ODB) Help Desk for Health Network System claims issues

This document is not intended to provide or take the place of medical advice, diagnosis or treatment, or legal advice.

1. How do pharmacies participate in dispensing publicly funded remdesivir (Veklury™) for COVID-19?

In order to be eligible to submit claims for dispensing services related to publicly funded remdesivir (Veklury™) for eligible individuals, pharmacies (hereinafter referred to as “pharmacy” or “pharmacies”) must comply with all of the following requirements:

- Have an agreement with a Home and Community Care Support Services (HCCSS) organization to provide pharmacy services to that HCCSS organization
- Have a Health Network System (HNS) account and valid HNS Subscription Agreement with the ministry
- Be registered with the Ministry to order publicly funded remdesivir (pharmacies must email OPDPinfo@ontario.ca for confirmation)

2. How do pharmacies obtain supply of publicly funded remdesivir (Veklury™)?

Eligible pharmacies must register with the Ministry and will be provided with monthly allocation based on available supply (OPDPinfo@ontario.ca). Once registered, eligible pharmacies will be able to order publicly funded remdesivir (Veklury™) at no cost through McKesson Canada.

3. What other procedures must be followed during the COVID-19 pandemic?

Pharmacy professionals should continue to follow the guidelines set out by public health officials. Pharmacies have a shared responsibility to inform and educate the public on COVID-19, including promoting infection prevention and control measures. Resources can be found on the [Ontario College of Pharmacists](https://www.ontariocollegeofpharmacists.ca/) website as well as [Ministry Guidance at this website](#).

4. How much does the ministry pay pharmacies for preparing and dispensing publicly funded remdesivir (Veklury™)?

For each valid claim submitted for dispensing services related to remdesivir, a pharmacy will receive up to \$31 (maximum) as payment for the ingredient costs, preparation and dispensing of a prepared unit (i.e., one 100mL or 250mL intravenous infusion bag) to be administered by a HCCSS provider. This includes:

- A fee of \$14.75 for preparing and dispensing remdesivir*, AND
- Ingredient costs up to a maximum of \$16.25 including 8% mark-up. Only the cost plus 8% mark-up for the quantity of sterile water for injection (i.e., 19mL per remdesivir vial) and sodium chloride 9mg/mL (0.9%) solution for injection (i.e., one 100mL or 250mL bag) used in the preparation of remdesivir intravenous infusion will be paid to a pharmacy.

Refer to the most recent EO Notice available on the [ministry website](#) for information on the claims submission process.

* Note: Pharmacies that are dispensing remdesivir vials only (i.e., not preparing the intravenous infusion bag at the pharmacy for each day of treatment) should claim **one single** fee of \$14.75 for dispensing the total number of remdesivir vials required to complete the course of treatment as prescribed.

5. Can an eligible individual be an Ontario Drug Benefit (ODB) recipient and not have an Ontario health number?

Yes. There may be circumstances where an individual who is an eligible ODB recipient does not have an Ontario health number, such as an individual who is issued a temporary health number by the Ministry of Children, Community and Social Services that is used until the Ontario health number is issued, or an individual who is not eligible for an Ontario health number but has a paper Drug Benefit Eligibility Card. In these cases, the temporary eligibility number must be used for the HNS claim submission.

6. Can a pharmacist still submit a claim for payment if an eligible individual forgot to bring their Ontario health number?

No. If the patient has an Ontario health number, then the pharmacist needs the individual's Ontario health number in order to submit the claim for payment through the HNS.

7. Can pharmacists submit a claim under the Pharmaceutical Opinion Program (POP)?

No. POP is not applicable for dispensing of publicly funded remdesivir under this program.

8. Is there a prescription form that pharmacists are required to use?

There is no specific prescription form required by the Ministry. For information about individual eligibility, service requirements, and pharmacy documentation requirements, please refer to the most recent EO Notice on Dispensing Publicly Funded remdesivir (Veklury™) in Ontario Pharmacies available on the [ministry website](#) for information about pharmacy documentation requirements.

9. What will happen if I forget to document or misplace the documentation?

Refer to the most recent EO Notice on Dispensing Publicly Funded remdesivir (Veklury™) in Ontario Pharmacies available on the [ministry website](#) for information about pharmacy documentation requirements.

If there is no documentation, incorrect or incomplete documentation, then the fee for preparing and dispensing publicly funded remdesivir (Veklury™) that is billed and paid may be subject to recovery by the ministry.

10. Can a pharmacy submit a claim manually to the ministry, using a paper claim?

No. The ministry does not accept paper claims unless 3 intervention codes are required in order to process the claim. All claims must be submitted electronically using the HNS.

You may refer to the most recent EO Notice: Dispensing Publicly Funded Remdesivir (Veklury™) in Ontario Pharmacies available on the [ministry website](#) for detailed billing information.