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Your new Manulife Pay Direct Drug Card

We have heard from some Plan members about the following concerns regarding the Manulife Pay Direct drug card, which was recently mailed to Plan members.

1. Dispensing fees are not being reimbursed at 100%

Manulife originally had a \$10 maximum on reimbursement for dispensing fees. They have been instructed to remove that limit and reimburse eligible prescription drug claims for 100% of the dispensing fee.

2. Brand name versus generic prescription drug reimbursement

If your prescription drug has a generic equivalent and your medical practitioner provides written confirmation that your prescription must be a brand name (sometimes referred to as "No Substitutions" on the prescription), then Manulife will reimburse for the 100% of the brand name version of that drug. Without this written confirmation, Manulife will only reimburse for 75% of the brand name drug or 100% of the generic equivalent.

3. Viagra / Cialis claims

Manulife will reimburse all erectile dysfunction prescriptions (brand name and generic equivalents) at 100% up to an annual maximum of \$1800 per member.

We will continue to work closely with Manulife to address your concerns about your extended health care claims and will provide any updates on this website.