

Johnson Users

Comments About Prescription Claims and Issues

32 User Comments

NOTE: These comments reflect the opinions of individuals, and their description of services and terms reflect their perceptions. Always check with the provider as to the terms of coverage. EHC Survey gave users an opportunity to comment if they had problems filling prescriptions. These review comments are background information, and do not necessarily represent the opinion of the BCRTA. All comments in these survey results are unedited, except for a few redactions of comments that could be viewed as libellous to individuals or blatantly incorrect.

It was a pharmacy issue. They didn't know the Johnson code.
We appreciate the lack of a deductible
Specific prescription not covered by plan
Our doctor prescribed a common drug and no reason was given for the claim rejection.
Some claims are not accepted at pharmacy but when I submit them they are covered. I do not understand why. One prescription was not covered at all.
Johnson only accepts medications that are on the BC Formulary. They should make exceptions in cases where a member has to use an alternative medication.
Three or four times we had to obtain a "Special Authority Request" form to then receive claims for prescriptions. E.g. apixaban/eliquis We were finally successful and most of the time our claims are honoured now.
Certain prescribed drugs are not covered
some items not covered, new drugs
Slow release metformin is not covered by Prestige
Some prescriptions although indexed on the drug list for BC were not accepted at first by Johnson; for example diclofenac 20% compounded
I did not have a prescription claim rejected but I did have the pharmacist at Rexall reject using the actual Johnson Insurance card (that would have enabled me to claim the allowable portion upfront) as the pharmacist did not recognize the insurer and didn't think Johnson Insurance was valid in BC. In that particular case, I applied for reimbursement online. Since then, I've used a different pharmacy.
There are too many prescribed medicines being rejected by Johnston's now.
Injectibles for knees not covered.. osteoarthritis
My husband was prescribed Tramadol after hip replacement but Prestige plan would not cover this drug.

<p>extremely frustrating when they changed to their new login - couldn't access online for over 1 month and impossible to talk to a live person who could help. Also rates for over 75 yrs. for the prestige plan are very expensive [doesn't matter if I am in excellent health with NO pre existing conditions]. surely BCRTA could look into other plans that would deal with this latter issue and not give Johnson preferential advantage because they give a % back to BCRTA.</p>
<p>Claiming on deductible levels created an unending financial drain. It seemed 'no end' to costs to us, the client, before savings occurred. We questioned why we were carrying EHB. Many drugs were not covered! Having to rely on generics and the politics behind that created frustration. Unless one is very unhealthy, extended health benefits seem pointless. Like many insurance plans, one carries one in case of catastrophe. It's a catch 22!</p>
<p>Johnson did not cover a prescribed drug, although it was covered by Blue Cross when I was a member with them, and obviously prescribed by a Doctor. They said it was not on the "approved list from BC Pharmacare"</p>
<p>There is a difference between the drugs covered in Greenshield vs Johnson. I was aware of this when switching, but I think some people may be surprised by the difference</p>
<p>It took a lot of arguing as they said I needed a letter even though it had been covered for 8 years and had a special authority letter on file. Find Johnson's is making things more difficult as well as raising prices!!!</p>
<p>Simply 'not covered or over limit. I do find the process confusing and dread having to make a claim. I haven't learned how to scan my prescriptions yet to make it easier. Once I discovered a deposit of \$400 and some odd dollars in my bank account from Johnson. Person quite huffy when I called. Finally got that sorted out. Seemed quite indifferent.</p>
<p>I have an expensive medicine that was covered by Blue Cross, so I just assumed this improved plan would cover it too. My mistake.</p>
<p>The prescription is for eye drops necessary to prevent glaucoma and I've been taking them for 6 years so they are necessary and at least be partially covered</p>
<p>re: a Glaxal base cream for ezema - was covered once but not since. Johnson only covers items with a pharmacare # , but because it is a compound it has no number. \$55 for 500gm. Needs one per year. Also desonide (a steroid ointment for ezema is not covered.)</p>
<p>"There is a limit of \$200/yr for surgical stockings which only pays for 1 pair of Thigh-high (toe to thigh) length stockings prescribed by my doctor. Post-cataract surgery eye drops are not covered."</p>
<p>It was not covered by MSP</p>
<p>Johnson pays for fewer drugs than were previously covered by Blue Cross. e.g. Tramacet</p>
<p>I fail to see why a claim for eyeglasses purchased outside Canada does not qualify for coverage. Why should it matter where you purchase glasses?</p>
<p>Some prescribed drugs are not covered meaning I had to discontinue them e.g. VICTOZA</p>
<p>prescriptions covered by GSC were not covered by Johnson</p>

Several times the medical expense has been denied my pharmacy, so then when I mailed it in it was accepted. Johnson used to pay me 80% of the remaining amount paid, but now have decided after many years I was overpaid and as I am an Alberta resident they pay only 80% of the 30% left over after the AB government pay 70% -so I am being penalized being a non-BC resident , but still pay the same monthly fees. Also they do not pay for meds on the AB list, only the ones on the BC list. Note they only decided to do this after I sent a letter of complaint to them about another matter, so they really looked into my case and started to do this probably as a penalty for complaining, so maybe this is why BCRTA does not get Johnson complaints. Their letter indicated “you have been overpaid so we should recoup these charges but we will not this time.” If I do not claim the \$300 glasses coverage within the 2 years, this money should be carried over, not lost! Finally for income tax purposes they should only put the expenses from that year, not include the claims paid in the next year but incurred the year before. If one sends in the claims from the current year of course I will do that in the next calendar year. I have found this problem and so many inaccuracies in their taxation letter so I use my own receipts! They said they could make their tax letter match the calendar year. These errors make me wonder how their accounting for business purposes is legitimate.

not always clear which address to send the claim form