



PROVINCIAL STANDARDS & GUIDELINES



Nutritional Supplement Policy

Updated July 2018

Developed by the BC Renal Agency Pharmacy and Formulary Committee
and the BC Renal Dietitians Group

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IMPORTANT INFORMATION




This BCPRA guideline/resource was developed to support equitable, best practice care for patients with chronic kidney disease living in BC. The guideline/resource promotes standardized practices and is intended to assist renal programs in providing care that is reflected in quality patient outcome measurements. Based on the best information available at the time of publication, this guideline/resource relies on evidence and avoids opinion-based statements where possible; refer to www.bcrenalagency.ca for the most recent version.

For information about the use and referencing of BCPRA provincial guidelines/resources, refer to <http://bit.ly/28SFr4n>.



**BC Provincial Renal Agency
(BCPRA)**

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Web: BCRenalAgency.ca

 [Facebook.com/BCRenalAgency](https://www.facebook.com/BCRenalAgency)
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 [Youtube.com/BCRenalAgency](https://www.youtube.com/BCRenalAgency)

1.0 Purpose

To ensure that all renal patients throughout British Columbia maintain acceptable nutritional health.

Malnutrition is common in stage 3 to 5 chronic kidney disease (CKD) populations. Maintaining or improving nutritional status is a challenge and it is often necessary to rely on nutritional supplements to optimize intake. The BCPRAs fund nutritional supplements for registered kidney disease patients not on dialysis and those on dialysis.

2.0 General Scope and Nutrition Supplement Criteria (NSC)

The registered dietitian must be registered with the BC Provincial Renal Agency (BCPRA) and have signed a confidentiality agreement with them. All renal patients must be registered in PROMIS with the BCPRA to access the nutritional supplement program.

Recommendation for nutritional supplements for out-patients is based on nutrition assessment by a registered dietitian and is indicated when any of the following conditions occur and cannot be addressed through diet changes:

1. Unintentional weight loss >10% of the Usual Body Weight (UBW) in past 6 months
2. Current weight of <90% of Desirable Body Weight (DBW)
3. Nutrient intake of <80% recommended
4. Current hyper catabolic state and/or surgery, infections, burns, and wounds where nutrient

needs are higher than usual

5. For pediatric patients — failure to achieve appropriate height and/or weight percentile for age: food intake below Recommended Nutrient Intake (RNI) for age and height

Note: Registered dietitian will prescribe the supplement(s) after testing the product acceptability with the patient.

Length of Supplementation

1. Variable. This depends on the patient’s medical condition, nutritional status when supplementation was started, response to the supplement(s), as well as the time it takes for the patient to eat adequately.
2. The registered dietitian regularly evaluates the patient’s food intake, response to the supplement(s) and further need for supplementation, if any.
3. The registered dietitian is solely responsible for repeat orders or changes in types and amounts of supplement(s).

3.0 Version History

Version	Date	Description
1.1	May 2005	Changed document into sections for dietitians and pharmacy.
1.2	March 2006	Changed all aspects of Promod and billing requirements, added requirements pertaining to packing slips and expired products.
1.3	March 2006	Changed a spelling error in section 5.3 and corrected all use of the word Dietician to Dietitian.

1.4	April 2006	Changes were made in the ordering of the nutritional supplement Resource Beneprotein affecting sections 5.9 and 6.2.
1.5	June 2006	Updated ordering procedure of Resource Beneprotein with MacDonald's Prescriptions' new fax line. Updated shipment section.
1.6	June 2011	Updated criteria, Renal Dietitians (point 5) updated, Transplant patients added, PROMIS Reports added, Nepro Carbsteady added to Appendix C.
1.7	April 2012	Updated Point 5.1 tube-feeding closed system, 5.3 NIHB, Beneprotein Instant Protein Powder name updated, 6.6 service fee updated, 10.1 Nutrition Formulary updated
1.8	Sep 2014	Updated product list in Appendix A
1.9	July 2017	Updated ordering information for Nestle and Abbott products, edited information pertaining to contracts and fees.
2.0	July 2018	Updated Nestle Isosource codes and FHNA order info, added more appendices.

4.0 Freedom of Information and Privacy Laws

The BCPRA, its staff, contractors and/or its agents have signed confidentiality contracts and will comply with all privacy laws under the laws of the province of British Columbia.

5.0 FOR RENAL DIETITIANS

5.1 Nutritional Supplement Criteria

- The registered dietitian will assess and ensure that the patient meets the NSC for admission into and continuation in the program.
- The registered dietitian completes a nutritional assessment indicating why nutrition supplements are needed. This assessment is documented on the patient health record.
- To assure acceptance, patients may be given samples of nutritional supplements before orders are placed in PROMIS. Sample product is available, by separate order, directly from the product manufacturer or sales representative.
- Assuming cost equivalency, Nepro Carbsteady 1000mL closed system for tube-feeding will be funded by BCPRA. BCPRA must be notified of the order and the pharmacy involved to track invoices.

5.2 Transplant Patients

- Registered dietitian may order supplements for a maximum three-month period following transplant surgery. During this time the patient may have marginal kidney function and may require supplements to support recovery. After the three-month period transplant patients will be supported by the transplant program.
- To access a transplant patient in PROMIS the registered dietitian may need to go to the Patient drop file, select ASSIGN, enter PHN, and click Find Patient, complete the Centre type

(temporary), Program (Provincial Renal Agency), Management Centre (your centre), Start date (date of transplant), click the Assign Patient button.

5.3 Order Processing

- The registered dietitian completes the nutrition supplement order in PROMIS (select Treatment/ Nutritional Supplement). NOTE: apply for NIHB if applicable — see section 5.3a.
- Once the order has been entered into PROMIS the registered dietitian will print and fax the “printer-friendly” format to the BCPRA approved pharmacy of the patient’s choice.
- The registered dietitian updates the delivery address and telephone number as needed.
- The registered dietitian can provide the pharmacy with an estimated time the patient will pick up the order or preferred delivery date/time to help the pharmacy with processing orders.
- If the registered dietitian enters and saves an order in error but does not fax it to the pharmacy, the registered dietitian will mark the order status in PROMIS as VOID.
- If the registered dietitian enters and saves an order in error and sends it to the pharmacy, the registered dietitian will notify the pharmacy and mark the order status in PROMIS as CANCELLED.

5.3a First Nation Health Authority (FNHA) and Health Canada First Nations Inuit and Aboriginal Health Funding/Non-Insured Health Benefits (NIHB)

Individuals with Aboriginal status who are registered in PROMIS should try to access FNHA funding to cover the cost of nutrition supplements first.

1. A First Nations Health Authority Exception Request Form for Nutritional Products ([Appendix A](#)) and Doctor’s Prescription Form for Nutrition Products Application to FNHA ([Appendix B](#)) are completed by the nephrologist and sent via fax to FNHA at 1-888-299-9222.
2. The application is reviewed by the FNHA and if approved, sent to NIHB.
3. Once coverage is approved, the local pharmacy will be notified by FNHA with respect to supplement type and duration of coverage. An approval number is issued by the FNHA and provided to the pharmacy for billing purposes. During the coverage period, supplements are ordered by the patient directly from the pharmacy.
4. If coverage is not approved, a letter will be sent to the nephrologist, providing a rationale for this decision and requesting further information, if necessary.

A list of nutrition supplements for which the FNHA would provide coverage are included in this link which outlines eligibility for Non-Insured Health Benefits (NIHB) (<https://www.canada.ca/en/>

indigenous-services-canada/services/non-insured-health-benefits-first-nations-inuit/benefits-services-under-non-insured-health-benefits-program/drugs-pharmacy-benefits/drug-benefit-list/app-b.html).

5.4 PROMIS Reports

Nutrition Supplement Report:

- Open REPORTS drop file, highlight Nutrition Supplements, select Supplement Report. Once there, you can request a report of:
 1. all patients on supplements (by ordering dietitian or primary care registered dietitian — indicated in demographics screen under Team Members drop tab)
 2. all patients (attached to our location) on supplements without a primary care dietitian
 3. OR for patients who have not had an order since a date you select.

Patient History:

1. For an individual patient, this can be accessed on the nutritional supplement order screen. This report dates from the very first order placed.
2. For an individual or group of patients, open REPORTS drop file as above but select Patient History. If you have a work list loaded you can request a report for the entire group and can indicate a specific start date.

5.5 Approved Formulary

The approved formulary for the nutritional supplements, which will be paid for by the Nutritional Supplement Program, are listed in [Appendix C](#).

5.6 Delivery Method

The patient has the choice of one of the following methods of delivery:

1. Picking up the nutritional supplements at one of the BCPRA-approved pharmacies. For a list of the BCPRA-approved pharmacies, please visit our website bcrenalagency.ca under: “Health Professionals > Pharmacy & Formulary > “Pharmacies” tab.
2. Having the nutritional supplements delivered to the patient’s home.
3. Having the nutritional supplements delivered to the dialysis unit.
 - If the pharmacy does not have enough stock, the pharmacy will contact the registered dietitian to rearrange a time more suitable for all parties.
 - The registered dietitian can ask the pharmacy to contact the patient so that the two parties can arrange an alternative pick up time.
 - If no delivery date is specified, it is assumed that delivery will be made within 5 working days.

5.7 Re-Ordering Nutritional Supplements

The registered dietitian regularly reviews the patient’s ongoing requirement for nutritional supplements according to the supplement criteria in Section 5.1 before re-ordering.

5.8 Damages and Short Shipments

- The registered dietitian will advise patients that they are expected to inspect all shipments for accuracy and damage.
- All visible damages should be brought to the attention of the ordering registered dietitian.
 - ▶ The registered dietitian will communicate this issue with the pharmacy and BCPRA.
- Orders that are not filled according to the order form should be reported to the ordering registered dietitian.
 - ▶ The registered dietitian will communicate this issue with BCPRA and the pharmacy.

6.0 Pharmacies

The BC Provincial Renal Agency has the right, obligation and ability to adjust any requirement, section label or processes of this document to ensure that we maintain our vision of “integration with patient care, education, research and training within the kidney programs in each health authority and between health authorities which serve to foster the goals of discovery, knowledge acquisition, quality improvement and responsible health care...”

The Business Planning Department of BCPRA will communicate any and all changes, amendments, deletions and/or additions to the pharmacy directly. Each pharmacy is expected to disseminate that material to all members of the pharmacy staff, whether an employee, contractor and/or agent of the pharmacist. Dissemination will be done through the following modes: fax, email or Canada Post. It is the responsibility of the pharmacy, its employees and/or agents to ensure that the BC Provincial Renal Agency has, at all times, updated information on all required forms of communication.

The pharmacy should have a small inventory of the formulary-approved supplements and the estimated time of pickup is to allow the pharmacy to process the order.

6.1 Ordering Supplies

Abbott

BCPRA has contracted with Abbott Laboratories to supply the nutritional supplements to the pharmacies free of charge.

Pharmacies can order nutritional supplements from Abbott using the following methods:

1. **Phone** the order desk:
1.800.567.2226
 2. **Fax** the order into the order fax line:
1.800.513.7337
- All pharmacies are to use their approved BCPRA customer code; **this was distributed in**

a separate cover. Your account code MUST NOT be used when placing other orders of nutritional supplements as part of your regular inventory/stock.

- Abbott will ship and supply all formulary-approved nutritional supplements to each pharmacy at no cost as long as your orders exceed \$300.00.
- The pharmacy is required to fax all packing slips to the Business Planning Department once any product has been received.
 - ▶ **Fax all packing slips to: 604.875.7366**
- Abbott will invoice BCPRA for products shipped to your pharmacy.
- Inventory counts will be performed at regular intervals, whether at month-end or quarterly, or at the discretion of BCPRA. It is advisable to review the section detailing the procedure expected during audits.

Nestle

BCPRA has contracted with Nestle Health Science to supply formulary approved nutritional supplements to the pharmacies free of charge.

NOTE: Beneprotein Instant Protein Powder orders are only filled by Macdonald's Prescriptions. Other pharmacies will not be reimbursed for it.

Listed pharmacies can order nutritional products from their Cardinal Health distributor using the following methods:

1. **Phone** the order desk:
1.877.878.7778 + Option #1
2. **Fax** the order into the order fax line:
1.888.291.5027
3. Email
orders@cardinalhealth.ca

For general Inquiries please contact:

CHC.CustomerCare@Cardinalhealth.ca

- All pharmacies are to use their approved BCPRA customer number- **this was distributed in a separate cover. Your account MUST NOT be used when placing orders of other nutritional supplements as part of your regular inventory/stock.**

Nestle will invoice BCPRA for products shipped to your pharmacy.

Inventory counts will be performed at regular

intervals, whether at month-end or quarterly, or at the discretion of BCPRA. It is advisable to review the section detailing the procedure expected during audits.

6.2 Ordering Beneprotein Instant Protein Powder

EFFECTIVE MAY 1, 2006: Beneprotein Instant Protein Powder is only available to Macdonald's Prescriptions for distribution to the renal patients; therefore, other pharmacies that place orders through their wholesaler will not be reimbursed.

NOTE: Duocal is not part of the community pharmacy contract. A pharmacy that processes an order for Duocal will not be reimbursed for the cost of the medication or the service fee under the program.

6.3 Frequency of Placing Orders

For all Abbott Laboratories supplements available in [Appendix C](#):

- Formulary-approved nutritional supplements can be ordered through Abbott and Nestle as frequently as every week.
- Orders must have a minimum value of \$300 or additional delivery fees will apply.
- These fees will be charged back to your pharmacy.

For all wholesale nutritional supplement orders available under [Appendix C](#):

- Formulary-approved nutritional supplements that must be purchased through your wholesaler will be at the same process and policy that is currently available, under your agreement with that wholesaler.

6.4 Delivering Nutritional Supplements

The pharmacy will process the order in the method most convenient to the patient as follows:

1. Pick up
2. Delivered to patient's home
3. Delivered to dialysis unit

If by pickup:

- The pharmacy is expected to have available, at all times, appropriate levels of inventory for patient care. Note: patients may need assistance transferring supplements to their vehicle.

If by courier:

- The pharmacy should prepare the necessary courier information. Couriers cannot deliver to a PO Box, so the pharmacy should contact the registered dietitian if the pharmacist receives a delivery request to a PO Box.

6.5 Continuation Of Nutritional Supplement Contract

If the pharmacy is not able to perform the duties and meet the expectations of BCPRA and the patient, BCPRA, through the Pharmacy and Formulary Review

Committee, has the right and ability to immediately suspend the pharmacy from the nutritional supplement program, and at the discretion of BCPRA, be removed from the agreement to provide pharmacy service to renal patients.

6.6 Service Fee

Service fees are covered by BCPRA through its contract with the community pharmacies.

A patient order is defined as a single order sheet on a given date as faxed by the registered dietitian and may include various products and quantities.

6.7 Staffing Needs

Pharmacies will be responsible to provide all necessary infrastructures in terms of staff, training and/or systems to coordinate and process these service requirements.

6.8 Inventory on Hand

Pharmacies will be expected to keep BCPRA inventory separate from their normal retail supplement inventory.

- Pharmacy staff will monitor expiry dates on nutritional supplements and rotate stock as it is received and dispensed.

6.9 Invoicing for the Service Fee

Pharmacies can invoice the service fee along with their regular provincial renal pharmacy agreement.

All pharmacies are required to provide appropriate documentation along with their internal invoice to the administrative office of BCPRA.

The administrative address of the BCPRA is:

**BC Provincial Renal Agency
Attention: Business Planning
Suite 700-1380 Burrard Street
Vancouver, BC
V6Z 2H3**

- Effective April 1, 2006, the only documentation appropriate in funding the service fee for the pharmacies is the dietitian faxed order form.
- We will not be able to process any invoices without this document.
- Those items which do not provide valid documentation are:
 - ▶ A list generated internally
 - ▶ No documentation
 - ▶ A prescription receipt printed from your pharmacy system

6.10 Why Have I Not Received My Payment?

If your pharmacy has not received payment for the preceding month's activity within 30 days from the date you mailed the invoice to BCPRA, please contact

BC Clinical and Support Services Society (BCCSS)
Accounts Payable at (604) 297-9267.

7.0 Formulary Nutritional Supplements

See [Appendix C](#).

8.0 Courier Costs

Delivery costs within your jurisdictions and/or demographics are covered by BCPRA through its contract with the community pharmacies.

9.0 Auditing Process

BCPRA shall, on a case-by-case basis and at its sole discretion, perform monthly audits between Abbott and Nestle invoice costs and shipments and pharmacies used by patients as reported by PROMIS to ensure that we only pay for nutritional supplements dispensed to renal patients registered with us and approved nutritional supplements on the formulary.

The Audit Process

- At the end of each fiscal period, BCPRA will forward an inventory count reconciliation to a maximum of five pharmacies, which will need to be completed and faxed back to BCPRA within one business day.
- If any discrepancies exist between the inventory count and BCPRA documentation, the pharmacist will be expected to verify the inventory count.
- If the verification does not solve the inventory

variances, then a discussion between the records of the pharmacist and BCPRA will occur.

- BCPRA will be guided by the PROMIS system as to orders processed, delivered and/or picked up.
- Timing could be an issue as the fiscal period close vs. the calendar ending differentiates. It would be up to the pharmacist to explain and provide supporting documentation on these variances.
- BCPRA will endeavour to audit all pharmacies 2 to 3 times throughout the year.
- At year-end (March 31), all pharmacies will be audited and the process, as described herein, will remain the same.
- BCPRA reserves the right to change, alter, adjust or amend this section only, without notice, its processes and attestation in conformity with Generally Accepted Auditing Standards, and Generally Accepted Accounting Principles, to ensure the agency attains assurance that this program is accountable to the standards developed through GAAS and GAAP.

Appendix A: First Nations Health Authority Exception Request Form for Nutritional Products



First Nations Health Authority
Health through wellness

Health Benefits
First Nations Health Authority
540 – 757 West Hastings Street
Vancouver, BC V6C 1A1

Fax Toll Free: 1-888-299-9222

{Create Date}

Case Number:

Dear Prescriber,

FNHA Health Benefits has received a request for one of your patients for a nutritional product not listed on the PharmaCare Plan W formulary.

To ensure that nutrition products, which could be medically necessary, are not denied to FNHA clients, FNHA Health Benefits provides nutrition products as exceptions.

Please complete the attached 'Exception Request Form' as soon as possible and return it to this office. The request will be reviewed by our Consultants for consideration as an exception. Exceptions are granted on a 'case by case' basis.

Should you have any questions or concerns regarding this case, please call the FNHA Health Benefits Pharmacy Team Lead at (604) 693-3234.

Thank you for your cooperation.

Sincerely,

Devi Goberdhan
Director, Health Benefits Operations
First Nations Health Authority

This message, including any attachments, may contain confidential information and is for the sole use of the intended recipient(s). Any unauthorized use, disclosure or distribution is prohibited. If you are not the intended recipient, please notify the sender immediately and destroy the original message. Thank you.

**EXCEPTION REQUEST FORM FOR
NUTRITIONAL PRODUCTS**

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PROTECTED B WHEN COMPLETED

SECTION I: PRESCRIBER/PATIENT INFORMATION

Prescriber Name: {Prescriber Name}	Prescriber #: {Prescriber ID}
Prescriber Address:	
Prescriber Phone: {Prescriber Phone #} Fax: {Prescriber Fax #}	Date (dd/mm/yyyy): {Create Date}
Patient's Surname: {Client Surname}	Given Name(s): {Client Given Name}
DOB (dd/mm/yyyy): {Client DOB}	Gender: {Client Gender}
	Case #: {Case Number}
Drug Requested: {Item Name}	DIN: {DIN - Item #}

SECTION 2: TO BE COMPLETED BY PRESCRIBER

If approved, coverage is provided for an initial period of up to six months, with reassessment required for continued coverage.

Patient's medical condition/diagnosis: _____

*If indication is palliative, please indicate if client meets the FNHA Health Benefits definition for palliative care below.

Dosage and Frequency: _____ Expected duration of therapy: _____

PLEASE INDICATE THE FOLLOWING:

- Percentage (%) of daily food intake that this nutrition product represents or will represent: _____%
- Please specify route of administration: Oral Enteral tube feeding
- Rationale for the use of this nutrition product vs regular food intake:

--

Has an attempt been made to obtain funding for this nutrition product from other sources? Please specify:

--

Please provide documentation if available.

Use in palliative care:

- *The patient has been diagnosed with a terminal illness or disease which is expected to be the primary cause of death within six (6) months or less.

Comments/Specialist Name (if applicable):

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Prescriber Signature: _____

Date: _____

**FAX TOLL FREE : 1-888-299-9222 or Mail To: Health Benefits
First Nations Health Authority
540 – 757 West Hastings Street
Vancouver, BC V6C 1A1**

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Medical Confidential

Appendix B: Doctor's Prescription Form for Nutritional Products Application to First Nations Health Authority (FNHA)

<p>Date: _____</p>	<p>Name: _____</p> <p>DOB: _____</p> <p>PHN: _____</p>
<p>This patient has kidney failure and due to nutritional risk requires nutrition supplement(s). Please complete the following <i>prescription</i> and <i>Exception request form for Nutritional Products</i> to apply for coverage from the First Nations Health Authority</p> <p>Prescription for Nutritional Supplements (chronic renal failure):</p> <p>Formula:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Suplena <input type="checkbox"/> Nepro CarbSteady <input type="checkbox"/> Novosource Renal <input type="checkbox"/> Resource Beneprotein <input type="checkbox"/> Other _____ <p>Amount per day: _____</p> <p>Duration of nutrition supplementation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> ongoing reassess in 6 months <input type="checkbox"/> ongoing reassess in 12 months <input type="checkbox"/> ongoing indefinite (until off dialysis) <p>Pharmacy name: _____ phone number _____</p> <p>Nephrologist: print _____ signature _____</p> <p>MSP Practitioner number: _____</p> <p>Please note:</p> <ol style="list-style-type: none"> 1) Fax prescription and Nutrition Exception Form to FNHA 1-888-299-9222 2) First Nations Health Authority must be notified of prescription changes. <p>FNHA: 1-855-550-5454 www.fnha.ca/ Appendix B (Special Formulary for Chronic Renal Failure Patients) NIHB https://www.canada.ca/en/indigenous-services-canada/services/non-insured-health-benefits-first-nations-inuit/benefits-services-under-non-insured-health-benefits-program/drugs-pharmacy-benefits/drug-benefit-list/app-b.html</p> <p style="font-size: small;">Revised June, 2017 Page 1</p>	

Appendix C: Formulary Nutritional Supplements

The BC Provincial Renal Agency approves the following nutritional supplements:

Available to order through Abbott Laboratories:

Product Name	Number
Nepro Carbsteady	53624825
Ensure Butter Pecan	50753848
Ensure Plus Vanilla	50750848
Ensure Plus Strawberry	50752848
Ensure Plus Chocolate	50751848
Suplena Vanilla	0M530793
Glucerna Vanilla	53655848
Glucerna Strawberry	53657848
Glucerna Wildberry	53658848
Glucerna Chocolate	53656848

Available to order through Cardinal Health:

Product Name	Number
Isosource 1.0 HP 24 x 250mL tetra pak	NN12293881
Isosource 1.0 HP 4 x 1.5L ultrapak	NN12293882
Novasource Renal Ultrapak	NN12173786
Novasource Renal	NN12142257
Resource Beneprotein	NN12151202
Resource Diabetic Vanilla	NN12160668

Beneprotein Instant Protein Powder

- As of May 1, 2006, all orders must be processed through Macdonald's Prescriptions.
- The registered dietitian will fax Beneprotein Instant Protein Powder orders to the toll free fax number indicated on the order form. (This fax line is for use by the dietitians and is not for general release)

Duocal

- A pharmacy that processes an order for Duocal will not be reimbursed for the cost of the medication or the service fee under the program.**
- This product is restricted for usage with pediatric renal patients.***
- The registered dietitian MUST fax the order directly to the Montreal offices of SHS Medical — North America at (514)745-6625, Attention: Nancy Moore, Canadian Business Manager.
- On the order form the registered dietitian will include the customer number [07-BCPRA].
- PLEASE NOTE that SHS Medical requires at least 36 hours for delivery lead-time.
- Any returned product is subject to a 20% restocking fee. If any product is returned, your Health Authority will be subject to this restocking fee.
- All products are shipped with a signature required for delivery, no exceptions.