

Dear Valued Patient,

Thank you for your trust and collaboration as we support your wellness journey together. We are honored to assist you with transferring your prescription to Recover Cann.

Below, you will find the simple steps to complete the transfer process, ensuring a smooth and seamless experience.

1. First, you will need to call the LP in which you would like to transfer grams out of and request them to be transferred to:

Recover Cann by True North Therapeutics

Email: Support1@recovercann.ca

Phone: 1-226-840-5228

Fax: +1 (705) 230-0006

Patient Support Hours: Monday – Friday: 9:00 a.m. – 5:00 p.m. (EST)

***Important Notes:** *Please make note of your last order date with this provider. ie: April 20th 2026*

**In order to avoid any disruption in your care, we do suggest making the change once you receive your order from your current order cycle. That way, if there are any questions or if the document transfer process is slow, we will have time within your next order cycle to get things on track.*

2. A call to Blue Cross must be made to notify them of the changes being made - This will help prevent a potential decline and ensure all necessary parties are notified.

Blue Cross Phone Number: 1-888-261-4033 (once prompt, press 1 and then 1 again.)

*Note: Patient support staff are available to assist with a 3-way call to support upon request.

3. A Recover Cann registration document will need to be filled out, it can be found here.

<https://www.cognitofrms.com/RecoverCann1/TrueNorthTherapeuticsRegistrationForm>

4. The final step is to call or email your prescribing clinic to notify them of these changes to ensure all documents and patient profiles align.

*Note: Patient support staff are available to assist with this step upon request.

We look forward to continuing to support your wellness and providing the highest quality care and service. If you have any questions or need assistance at any point, please don't hesitate to reach out.

We're here to help ensure your transition is as smooth as possible.

Onward Together,

 [226-840-5228](tel:226-840-5228)

 www.recovercann.ca

 support4@recovercann.ca