



BIOLOGIC MEDICATION START-UP & CONTINUATION INFORMATION

Please be advised that you are being prescribed a biologic medication that is intended to be taken long term. We'll need a Prior Authorization (PA) from insurance before starting therapy.

BEFORE PRIOR AUTHORIZATION IS STARTED

- Bloodwork may be needed prior to starting therapy. Plan to get labs completed as soon as possible, we cannot start the PA process without these.
 - *Tuberculosis (TB) testing may also be required annually.*
- Ensure you are up to date on all age-related vaccines. Avoid the use of live vaccines while on therapy.
- Keep a notebook to store important information like phone numbers, follow-up appointments, logging symptoms, tracking injection history and other pertinent details.
- Please call the office if you decide you do not want to be on a biologic medication or if have questions about stopping or starting therapy.

WHAT ARE THE STEPS TO PRIOR AUTHORIZATION?

- We will request authorization from your insurance company through a series of health history questions and medical records provided. They have 30 days to approve or deny this request.
 - *If you get a determination, please let us know! Some insurance companies will only update the member and not our office.*
- Enrollment forms are sent to the drug manufacturer support hub to conduct a "benefits investigation" necessary to determine which pharmacy we'll use.
 - *Keep in mind that Specialty medications are usually mandated by insurance to be dispensed from a contracted pharmacy that mails it to your home.*
- The manufacturer will be contacting you to verify information and provide support while you're on this medication.

****Please answer your phone, lack of communication may result in a delay or denial****

ONCE PA IS APPROVED:

- We will send the prescription and authorization to the contracted specialty pharmacy.
- We will notify you of the approval date span, name and number for the specialty pharmacy and a time frame we will need to see you back by.
- You will need to call the specialty pharmacy to set up your medication shipment, we are not able to do this for you.
 - *If your copay is too high, please let us know so we can check for assistance options OR*

- *Call the support number of the manufacturer to start their financial assistance process.*
- Once you receive your medication at home, please contact our office to schedule an injection training and your follow up appointment(s).

IF PA IS DENIED:

- We will submit an appeal to overturn the denial by sending in a letter of medical necessity explaining why you need to be on a biologic medication. They have 30-60 days to respond.
 - *You also have the option of starting a patient appeal while we submit a provider appeal.*

SPECIALTY PHARMACY/ARRANGING SHIPMENT

- Once approved, YOU are responsible for arranging the shipment of the medication.
 - *Be prepared for a lengthy phone call with 1st shipment arrangement. The pharmacy must set all personal information up and get demographics from you.*
- Specialty medications must be filled through a specialty pharmacy. They will set up delivery and ship it to your home. (See below for information on cost.)
 - *Specialty Pharmacies will not ship to PO Box addresses, please arrange an alternative, secure address for the medication to be delivered to.*

COST/COPAYS

- Commercial Insurance Plans: You may be eligible for a copay/savings card that will help to bring your copay down to the lowest cost possible. You will need to set up this card and have the information prior to scheduling your medication delivery.
 - *Contact your medication support program if you need assistance with this.*
 - *Make sure the copay card has been applied each time you schedule delivery.*
- Medicare, Medicaid, Government plans: These plans are not eligible for the copay/ savings cards. However, if you do have a high copay, please reach out office and the medication support program.
 - *We can advise or assist you in applying for the patient assistance programs (PAP).*
 - *These foundations are based on total annual household income, you may be asked to provide financial documentation to determine final eligibility.*

ADDITIONAL INFORMATION

- Our primary form of communication is through the Klara App. This is a secure, HIPAA compliant platform that allows a quick and easy way to send messages, photos or attachments to and from our office.
 - *If you do not have access to Klara, please contact us by phone to get this set up.*
- Change of insurance: let us know as soon as possible to prevent any delay or lapse in therapy.
 - *We will need to request a new PA from your new insurance.*
- If you think at all that this therapy may not be for you, please contact our office.
- You will receive calls from:
 - *Our office with updates and information as the process advances.*

- *Specialty pharmacy to introduce themselves discuss shipping arrangements. of your medication, prior auth updates and possible arrange for free drug resources •*
- *Your personal Healthcare Professional from the drug manufacturer. They will provide you information about the condition, the medication and coverage as well as free resources and financial assistance options.*

****Please answer your phone, lack of communication may result in a delay or denial of your medication****
