



BIOLOGIC COORDINATORS  
OF DERMATOLOGY

# SPECIALTY MEDICATION START-UP GUIDE

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Please be advised that you are being prescribed a medication to be taken long term and it may need approval from insurance before starting therapy. We get this approval through a Prior Authorization process.

## STARTING A SPECIALTY MEDICATION

- Bloodwork may be needed PRIOR to starting therapy. If so, please plan to get labs completed asap to so we can initiate the process to start therapy, without labs this cannot be started.
- Answer your phone and make sure your voicemail is set up and clear to receive messages.
- Save important phone numbers such as our office, specialty pharmacy and manufacturer support program.
  - Create a folder/notebook to store important specialty pharmacy information, organize treatment goals, log symptoms, track dosing/injection history and other details.
- Ensure you are up to date on all age-related vaccines. Avoid the use of live vaccines while on therapy.
- Always call the office in case you have questions about stopping/starting therapy.

## WHAT ARE THE STEPS TO PRIOR AUTHORIZATION?

- We send in the prescription.
  - *Keep in mind that specialty medications are usually mandated by insurance to be dispensed from a contracted pharmacy that mails it to your home and is not dispensed from a local pharmacy*
- Your pharmacy will let you and us know it needs a Prior Authorization
- The office will send in the request for prior authorization either via a specialty pharmacy or insurance pathway.

**\*\*Please answer your phone!!!! Otherwise, not answering may result in a delay or denial.**



- ⦿ Your insurance will either Approve or Deny the request.
  - ⦿ **\*\*This part can take up to 30 days for your insurance to give an answer\*\***
  - ⦿ **Let the office know if you get a decision (Approval/Denial)!!! Some insurance companies will NOT update the office and only tell you (the policyholder).**
  - ⦿ APPROVED:
    - You can communicate with the specialty pharmacy that is contracted with your insurance to have the medication delivered.
    - Cost too high:
      - Let the office know so we can see the options to assist with that OR
      - Call the support number of the manufacturer to start their financial assistance process.
        - Commercially insured patients may qualify for copay cards to offset out of pocket responsibility.
  - ⦿ DENIED:
    - We will submit an appeal to fight the denial.
      - You also have the option of starting a patient appeal while we submit a provider appeal.
- \*\*Remember that the process can take up to 30 days

### SPECIALTY PHARMACY/ARRANGING SHIPMENT

- **Once approved YOU are responsible in arranging the shipment of the medication.** This is no longer a service most pharmacies allow offices to do on your behalf
- **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.)
- Your specialty pharmacy may be mandated by your insurance. However, sometimes we use other specialty pharmacies to help with the approval process and they also may be able to deliver.
- **Please make sure to answer the calls from your specialty pharmacy to set up your delivery.**



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## COST/COPAYS

- *Commercial Insurance:* 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 (See phone number to your medication support program below to assist with this). You must call and give authorization for the pharmacy to ship your medication. 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 support program of the medication (See table below for phone numbers) and we can advise and assist you in applying for the patient assistance foundations. These foundations are based on total annual household income.

## FOLLOW UP APPOINTMENTS

- *Injectable therapies:* Call to arrange the injection training appointment with our office once you know when your shipment will be delivered AND inform us if you will be bringing it or if it is being delivered to the office.
- Read over the medication handout and write down any questions to ask in the office OR call your healthcare professional with the manufacturer support program.
- Keeping up with mandated follow ups are crucial to receiving refills and having documentation showing progress if insurance needs it to continue therapy.
- Keep in mind that there may be labs needed even after starting therapy.

**\*\*\*In the event your insurance has changed, please let us know as soon as possible to prevent any delays or lapse in therapy. We will need to start the process over with your new insurance.\*\*\***

**\*\*If you think at all that this therapy may not be for you, please contact our office. Failure to do so may result in multiple phone calls while we try to continue to fight for your therapy with insurance.**

Remember that you are a HUGE part of this process, and you will need to ANSWER YOUR PHONE!



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🕒 You will receive calls from:

- Our office
  - Updates and information as the process advances
- Specialty pharmacy
  - Introduce themselves for shipping arrangements of your medication, prior auth updates and possible arrange for free drug resources
- Your personal Healthcare professional from the drug manufacturer
  - Provides you information about:
    - The condition, the medication and coverage.
    - Free resources
    - Financial Assistance

Contact Type	Name	Phone Number	Email	Notes
Office Contact				
Nurse Support Service				
Specialty Pharmacy				



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## MANUFACTUEER SUPPORT SERVICE PHONE NUMBER LISTS

We will advise you on patient resources your therapy may have available.  
(You may have been provided with a brochure at your appointment).

The following are numbers to call for your specific therapy. Speak with us in case of any questions.

Adbry 844-692-3279	Hulio 833-444-8546	Rinvoq 800-274-6867
Amjevita 888-826-5384	Humira 800-448-6472	Siliq 844-357-2013
Avsola 866-264-2778	Hyrimoz 833-497-4669	Simponi 877-227-3729
Bimzelx 866-424-6935	Idacio 833-522-4227	Simponi Aria 877-227-3730
Cibinqo 833-956-3376	Ilumya 855-445-8692	Skyrizi 866-759-7494
Cimzia 844-822-6877	Inflectra 844-722-6672	Stelara 877-227-3728
Cosentyx 844-267-3689	Litfulo 844-496-8707	Sotyktu 888-768-9588
Cyltezo 833-295-8396	Olumiant: 844-658-6426	Spevigo 833-773-8446
Dupixent 844-387-4936	Otezla: 844-468-3952	Taltz 844-825-8966
Enbrel 888-436-2735	Remicade 877-227-3728	Tremfya 877-227-3728
Hadlima 888-727-0015	Renflexis 866-847-3539	Yusimry 800-987-4679