



ENROLLMENT FORMS 101:

FILLING OUT AN ENROLLMENT FORM IN ITS ENTIRETY IS KEY.

It is crucial to take the appropriate amount of time needed to go over every enrollment form.

TIP: Having nurses or MAs capture signatures while patients are in office to then triage the form to the Biologic Coordinator for review, saves time and any potential hang ups that may arise. The BC can make sure every box is checked, all dates and signatures are captured, and each line or appropriate box is filled in.

FAXING THE FORM TO THE HUB OR SPECIALTY PHARMACY:

Which avenue are you taking? Is the HUB helping you with enhanced services? Are you relying on your SP to do your offices PA/Appeal or benefits investigation?

Details regarding specialty pharmacy, prior authorization help, and benefits investigation information are listed on each enrollment form. It is critical to check the boxes for those service(s) you need help with or require additional information. If the boxes are NOT checked, no additional services will be provided.

Using a HUB allows for your FRM to gain access to these patients. The FRM's ability to see patients and updates is extremely helpful. Maybe there is a case that has taken an extended amount of time to gain approval or access to Bridge medication. What's the hang up? Put this on the FRM's shoulders and move on to your next patient. Once the FRM updates you on next steps, go back to that specific patient and address accordingly.

WHAT HAPPENS WHEN AN INCOMPLETE ENROLLMENT FORM IS SENT IN:

How are these corrections made? Having an open line of communication with the point of contact at the specific HUB is a critical success factor. Sometimes it's as simple as a quick fill-in of missing info before refaxing, while other times may require additional phone calls. If things start to go south, which they very well may, getting an FRM involved may be less time consuming on your end.

The key takeaway regarding enrollment forms should be regardless of how in a hurry one may be to get the enrollment form sent in, taking a few extra minutes to make sure nothing is missing will save you a vast amount of time in the end.