

FlexForward®: Comprehensive Support. Tailored Service.

With ZILRETTA® (triamcinolone acetonide extended-release injectable suspension), our goal is to facilitate access and provide a positive experience for your practice and your patients. FlexForward can support you with your commercial and Medicare Advantage patients.

Get support when you need it.
Call us at 1-844-FLEXION
(1-844-353-9466),
Monday - Friday, 8 AM - 8 PM ET



Benefits investigation

Our Case Managers specialize in working with health plans to identify coverage for ZILRETTA. They can find out your patient's coverage and cost share (if any) and confirm if Buy & Bill is required so that you can feel confident in the process.



Coding and billing assistance

Our experienced Case Managers can provide information, training, and support to assist you with coding and billing and help you navigate any issues that may arise.



Prior authorization assistance

In the case of coverage requirements, such as a prior authorization, our Case Managers can provide you information, help you complete necessary paperwork, and may be able to submit to the patient's health plan on your behalf.



Appeals support

If the prior authorization request is denied, our Case Managers can guide you through the appeals process and help you understand the supporting documentation required. A Field Access Manager can also provide additional support with access and reimbursement.

Get your patients started today!

Simply complete a FlexForward Enrollment Form, available at
ZilrettaPro.com/enrollment

Fax to FlexForward at 1-866-558-7939