

Z TEAM PATIENT CONCIERGE PROGRAM



At **Flexion Therapeutics**, we know the road to treatment takes a joint effort. That's why we've deployed the **Z Team**, a dedicated patient concierge program to connect patients directly with healthcare providers who have experience with ZILRETTA.

The Z Team will offer support for patients through every step of the treatment journey, streamlining the process for treatment with ZILRETTA:

STEP 1



ENGAGING PATIENTS

Through patient communications in the form of calls, text, email, postal mail, and non-clinical triage, the Z Team will provide education about ZILRETTA.

STEP 2



APPOINTMENT SCHEDULING ASSISTANCE

We can provide patients interested in seeking care with appointment scheduling assistance and reminders through Z Team tools and services.

STEP 3



INSURANCE EDUCATION AND SUPPORT

We can provide insurance education to help patients better understand if their insurance is likely to cover ZILRETTA.*

*Coverage is not guaranteed until a benefits investigation has been conducted.

STEP 4



ONGOING OUTREACH

We'll continue to support patients however we can—whether it's post-appointment follow-up, answering logistical questions, or providing educational information about ZILRETTA.

With the expansion of telehealth services, we are able to inform patients if virtual appointments are an option.

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BECOME A PLAYER

Register to see if you are eligible to be part of our **Provider Locator tool** and let our **Z Team** members bring interested patients directly to you.

Visit ZilrettaPro.com to register your office today.



HOW IT WORKS

When a patient interested in ZILRETTA contacts the **Z Team** looking for a specialist in your area, the concierge team member can connect them directly with your office.

Patients can reach the **Z Team** in one of 2 ways:

 **Call (888) 600-GETZ**

 **Text GetTheZ to 21000**



LOGISTICAL SUPPORT CONTINUES THROUGH FLEXFORWARD®

Once we've connected you with a ZILRETTA candidate, the **FlexForward Access and Support Team** can work with you and your office to facilitate access and provide a positive experience for your practice and your patients. In conjunction with the **Z Team**, **FlexForward** will continue to provide support with:

- Benefits investigation
- Prior authorization and appeals support
- Coding and billing

 **1-844-FLEXION (353-9466)**

 **ZilrettaPro.com/FlexForward**

