

# GETTING STARTED WITH ZILRETTA

## How to integrate ZILRETTA into your practice

**FlexForward**<sup>SM</sup>  
● ● ● ● ● Comprehensive Access Support

 **Zilretta**<sup>TM</sup>  
triamcinolone acetonide extended release  
injectable suspension 32 mg

## WE'RE DEDICATED TO HELPING YOU

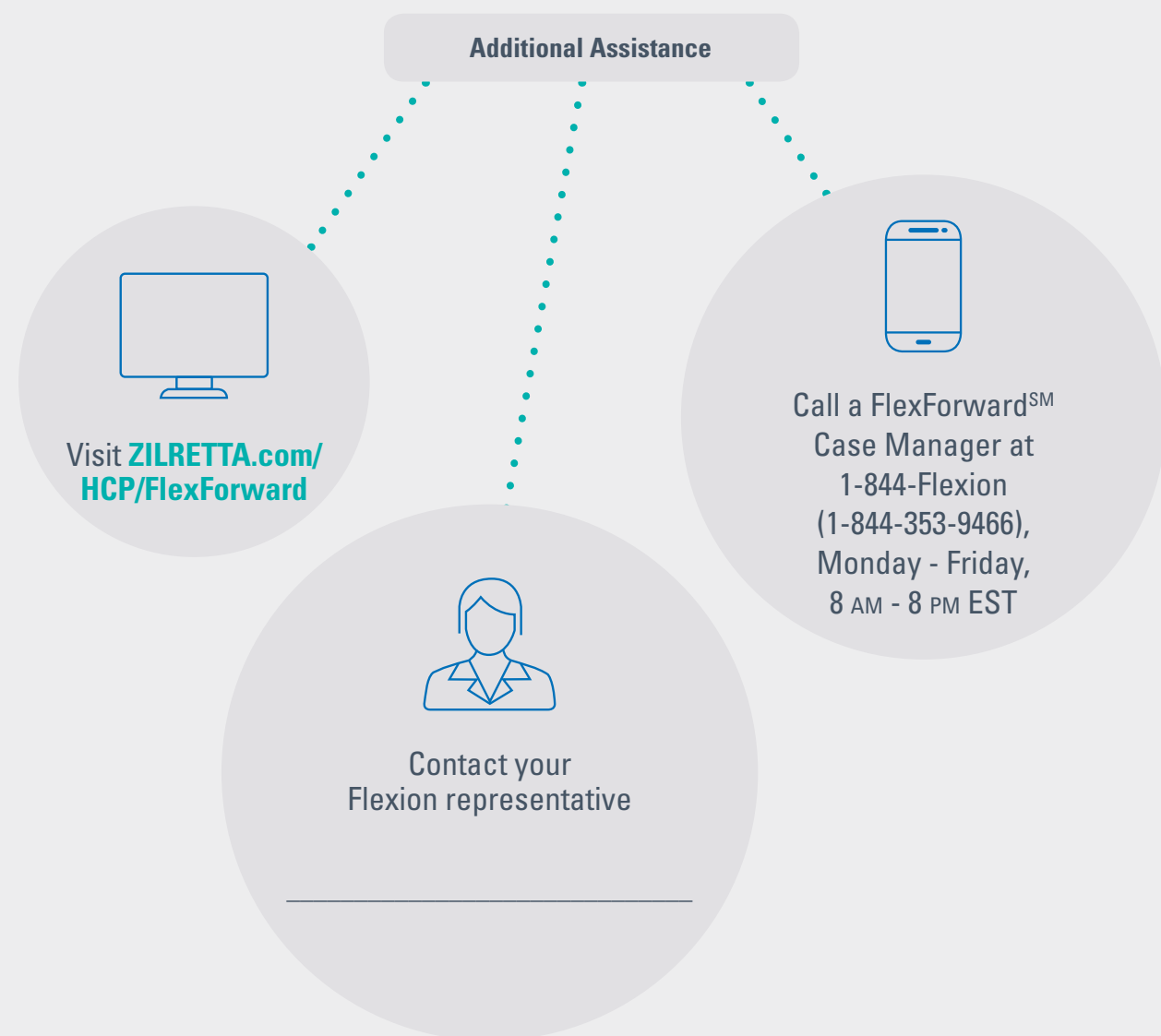
At Flexion, we understand that your practice has an established workflow and process. Our goal is to work within *your* process to minimize the disruption for your practice and make sure you have **comprehensive support at every step**.

With ZILRETTA™ (triamcinolone acetonide extended-release injectable suspension), we're not just offering a treatment. We're also offering expertise and support services to help you navigate a complex healthcare environment. We can provide your patients with educational resources for added support.

### Support when you need it

We want to make sure you have timely solutions for your patient care needs.

- Our dedicated team of Flexion representatives can provide your practice with national, regional, and local expertise to help address any needs
- We can help your practice better understand commercial and Medicare access in your area
- We also offer on-demand training to better support your practice along the way



## FLEXION PROVIDES COMPREHENSIVE ACCESS SUPPORT

Flexion offers an array of services to help your patients access ZILRETTA. And we work with your established process to provide you tailored services without burdening your practice.



Even though a new product may be covered by insurance, we understand there is a degree of uncertainty that can come with integrating a new therapy into your practice. Rest assured, FlexForward offers customized solutions to support you with access and reimbursement. Our team of experienced FlexForward Case Managers is focused on supporting you at every step of *your* process.



### Benefits investigation

Our Case Managers conduct a complimentary benefits investigation to determine your patient's insurance coverage, so that you have the confidence to prescribe ZILRETTA



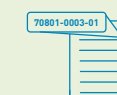
### Prior authorizations

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



### Coding and billing assistance

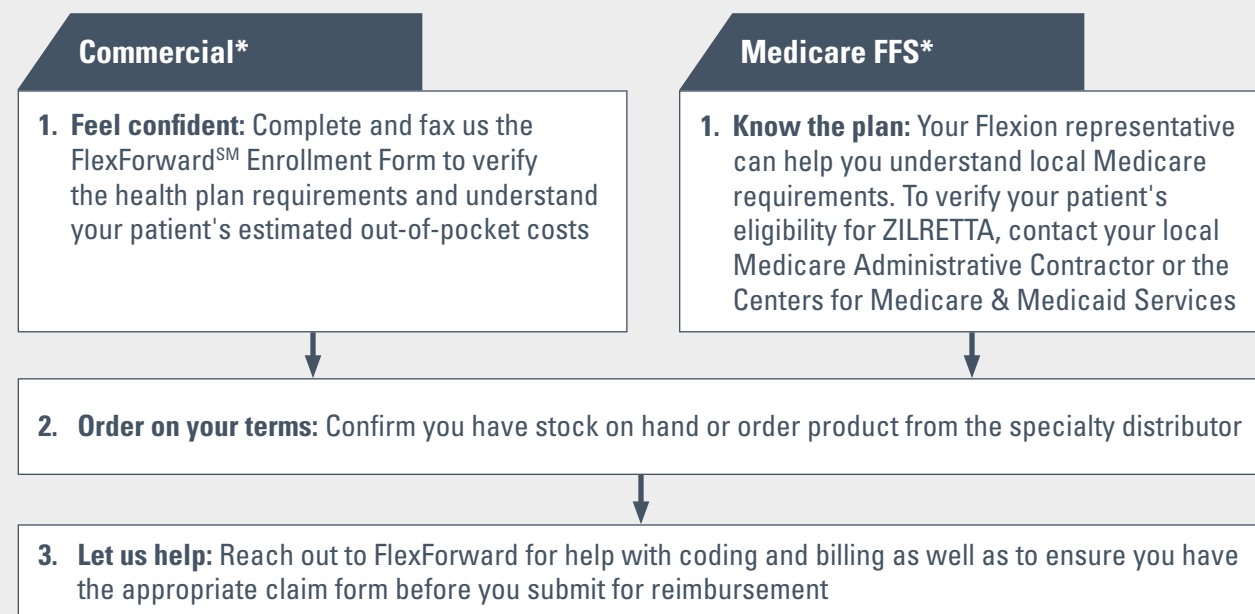
Our experienced Case Managers can provide information, training, and support to assist you with coding and billing and help you navigate any issues, if they arise

For more information, talk to your Flexion representative, or call a FlexForward Case Manager at 1-844-Flexion (1-844-353-9466), Monday - Friday, 8 AM - 8 PM EST



## WE'LL WALK YOU THROUGH THE ORDERING PROCESS

We understand each practice is different and will work with you to fit ZILRETTA™ (triamcinolone acetonide extended-release injectable suspension) into your process. The sample steps below can be customized based on your patient's and practice's needs.



FFS=fee-for-service.

\*For Medicare Advantage plans, the process will more closely align with the steps for commercial plans.



- 1. Feel confident:** Complete and fax us the FlexForward Enrollment Form to verify health plan requirements and understand your patient's estimated out-of-pocket costs
- 2. Work with the best:** Let FlexForward triage the prescription to our specialty pharmacy partner, or you can fax the enrollment form directly to AcariaHealth at 1-844-226-9952
- 3. Set the schedule:** Coordinate with your patient to set up the best time for coming in and receiving the injection

Let your patients know that they will receive a phone call from AcariaHealth to coordinate coverage and payment, and this call may come from an unknown number

Keep in mind that some commercial health plans may mandate a specific approach to obtain ZILRETTA. Contact FlexForward to better understand the requirements for your patient's health plan.

## WE'VE MADE IT SIMPLE TO ORDER

We understand you have an established process for ordering products at your practice, and we're committed to minimizing any disruption. That's why we've partnered with a network of specialty distributors known for their high quality of service to ensure you get best-in-class support.

<p><b>ASD</b>  <b>Tel:</b> 1-800-746-6273  <b>Fax:</b> 1-800-547-9413  <b>How to Order:</b> Sign up and order at <a href="http://ASDHealthcare.com">ASDHealthcare.com</a>, or call 1-877-654-7808 to set up a new account</p>	<p><b>CuraScript SD</b>  <b>Tel:</b> 1-877-599-7748  <b>Fax:</b> 1-800-862-6208  <b>How to Order:</b> Order at <a href="http://CuraScriptOnline.com">CuraScriptOnline.com</a>, or call 1-877-599-7748 to set up a new account</p>
<p><b>Besse Medical</b>  <b>Tel:</b> 1-800-543-2111  <b>Fax:</b> 1-800-543-8695  <b>How to Order:</b> Sign up and order at <a href="http://www.Besse.com">www.Besse.com</a>, or call 1-800-543-2111 to set up a new account</p>	<p><b>Henry Schein Medical</b>  <b>Tel:</b> 1-800-772-4346  <b>Fax:</b> 1-800-329-9109  <b>How to Order:</b> Sign up and order at <a href="http://HenrySchein.com/medical">HenrySchein.com/medical</a>, or call 1-800-772-4346 to set up a new account</p>
<p><b>Cardinal Specialty</b>  <b>Tel:</b> 1-877-453-3972 (physician office); 1-855-855-0708 (acute/hospital)  <b>How to order:</b> Order at <a href="http://SpecialtyOnline.CardinalHealth.com">SpecialtyOnline.CardinalHealth.com</a>, or call 1-877-453-3972 (physician office) or 1-855-855-0708 (acute/hospital) to set up a new account</p>	<p><b>Metro Medical</b>  <b>Tel:</b> 1-800-768-2002  <b>How to order:</b> Sign up and order at <a href="http://MetroMedicalOrder.com/markets/rheumatology-gastroenterology/default.aspx">MetroMedicalOrder.com/markets/rheumatology-gastroenterology/default.aspx</a>, or call 1-800-768-2002 to set up a new account</p>

If you prefer to order through a specialty pharmacy, Flexion has partnered with AcariaHealth, a specialty pharmacy dedicated to supporting you and your patients. Simply fax the FlexForward Enrollment Form to AcariaHealth at 1-844-226-9952 to serve as your patient's prescription for ZILRETTA. You can also contact AcariaHealth at 1-844-359-1415, Monday - Friday, 8:30 AM - 8:00 PM EST.

FlexForward can help you understand your options for ordering ZILRETTA and decide the best method to meet your patient's and practice's needs.

Our dedicated team of Flexion representatives is committed to ensuring your practice has the access support you need when prescribing ZILRETTA



# IT'S EASY TO ENROLL YOUR PATIENTS IN FLEXFORWARD<sup>SM</sup>!

To enroll your patients in FlexForward, fill out an enrollment form for each of your patients prescribed ZILRETTA<sup>TM</sup> (triamcinolone acetonide extended-release injectable suspension).

**Section 1:** Be sure to fill in the patient information in full to facilitate the benefits investigation and ensure patients can receive additional support services.

**Section 2:** Provider information, including the NPI number, must be complete and accurate to help avoid delays in processing.

**Section 3:** It is crucial to enter the plan name and ID number for both primary and secondary insurance; providing a photocopy of the patient's insurance card(s) is highly recommended.

*Note: If you select the box that says "Patient is uninsured," the FlexForward team will contact you regarding financial assistance.*

**Section 4:** Select the specific diagnosis code for which ZILRETTA is administered:

- **M17.0** Bilateral primary
- **M17.11** Unilateral primary, right
- **M17.12** Unilateral primary, left
- **M17.2** Bilateral post-traumatic
- **M17.31** Unilateral post-traumatic, right
- **M17.32** Unilateral post-traumatic, left
- **M17.4** Other bilateral secondary
- **M17.5** Other unilateral secondary

The following unspecified codes may also be used to describe the patient's diagnosis: **M17.9**, **M17.10**, and **M17.30**.

**Sections 5 and 6:** Enter the accurate dose quantity and any additional directions here. The healthcare provider must sign the form to authorize the use of ZILRETTA with the patient.

**Section 7:** Although not mandatory, obtaining patient consent can help maximize the support provided by FlexForward.

A printed enrollment form can be found in your ZILRETTA Resource Kit, or you can download the interactive form at [ZILRETTA.com/HCP/files/Enrolling-in-FlexForward.pdf](http://ZILRETTA.com/HCP/files/Enrolling-in-FlexForward.pdf).

**FlexForward<sup>SM</sup>**  
Comprehensive Access Support

Once the form is complete, fax the form and a copy of the patient's insurance card(s) to 1-866-558-7939

# GET ANSWERS ON *YOUR* TIME

Still have questions about ZILRETTA™ (triamcinolone acetonide extended-release injectable suspension)? We have the answers you need, when you need them.

## Information on coding and billing

- Refer to your Coding and Billing Guide for ZILRETTA
- Visit [ZILRETTA.com/HCP/ordering-and-access/coding-and-billing](https://www.zilretta.com/HCP/ordering-and-access/coding-and-billing)

## Questions about coverage

- Contact your Flexion representative
- Call a FlexForward<sup>SM</sup> Case Manager

## Help with dose preparation

- Refer to your ZILRETTA Dose Preparation Brochure
- Contact your Flexion representative
- Visit [ZILRETTA.com/HCP/FlexForward](https://www.zilretta.com/HCP/FlexForward)
- Call FlexForward for clinical support

## Additional questions

- Contact a FlexForward Case Manager

**For more information, talk to your Flexion representative or call a FlexForward Case Manager at 1-844-Flexion (1-844-353-9466), Monday - Friday, 8 AM - 8 PM EST**