

# FREQUENTLY ASKED QUESTIONS ABOUT USING SPECIALTY PHARMACIES FOR PROVIDER-ADMINISTERED DRUGS

## Should I use a Specialty Pharmacy (SP)?

Unless mandated by the patient's insurance plan, offices can decide whether or not to use an SP based on their specific business needs. In general, SPs are used when physicians prefer to eliminate the financial responsibility of Buy & Bill.

## Can I use an SP for all of my patients?

An SP cannot be used for all patients, as some insurance plans require Buy & Bill (eg, Medicare Fee-for-Service). It will be important to verify the benefits for each patient to determine if an SP is an option. FlexForward® can determine this for you and your patient. The Market Access Director, your market access partner, can also help you determine when it's possible to use an SP to obtain ZILRETTA® (triamcinolone acetonide extended-release injectable suspension).

## What do I need to tell my patients about SPs?

Inform your patient that a representative from the ZILRETTA SP Program will call to verify insurance information and collect any out-of-pocket costs. Let your patient know that it's important to answer this call, as the SP cannot ship ZILRETTA to your office until insurance information is verified and the patient financial responsibility is met.

## Do I need separate authorization for the procedure?

Your office will need to bill the patient's insurance plan for the procedure. Prior authorizations will vary from plan to plan.

## What if the patient cancels their appointment?

As product is patient specific, your office should attempt to reschedule.

## What if the patient's insurance plan is out of network?

If the patient's insurance plan is out of network, the ZILRETTA SP Program will submit a Letter of Agreement to the insurance plan to determine coverage and out-of-pocket costs for ZILRETTA.

## How can I tell what the pharmacy benefit or medical benefit is in my area?

Contact the Market Access Director, your market access partner, or reference your ZILRETTA payer grid.

## What are my next steps?

If you have made the decision to use the ZILRETTA SP Program, you must first complete enrollment with FlexForward. Once you're enrolled, FlexForward will facilitate the process of determining medical and pharmacy benefit coverage. They will also handle submitting and fulfilling the prescription through the SP. You can submit the prescription and the [enrollment form](#) through the [online portal](#) or by faxing them to 1-866-558-7939.



1-844-353-9466

Monday - Friday, 8 AM - 8 PM ET

For more information, please visit [www.zilrettapro.com](http://www.zilrettapro.com) or call 1-855-793-9727. You are encouraged to report negative side effects of prescription drugs to FDA; visit [www.fda.gov/medwatch](http://www.fda.gov/medwatch) or call 1-800-FDA-1088.



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