



**DAWES FRETZIN
DERMATOLOGY**

Specialty Medication Treatment Process

You've been prescribed a specialty medication for long-term use. Before beginning therapy, your insurance may require approval through a Prior Authorization (PA) process. Below is essential information to guide you through this process and ensure a smooth start to your treatment.

Preparing for Treatment:

1. **Complete Required Bloodwork Promptly**

If lab tests are required before starting therapy, please complete them as soon as possible. Treatment cannot begin until we have received the results.

2. **Stay Organized**

Keep your phone accessible and be sure to answer calls from unknown numbers. Set up your voicemail to ensure there is space for messages. Save important phone numbers, including our office, your specialty pharmacy, and any manufacturer support programs. Consider using a folder or notebook to track your treatment progress, including pharmacy contacts, insurance details, and dosing/injection history.

3. **Communicate with Our Office** Feel free to call us if you have any questions about starting, stopping, or adjusting your medication.

Understanding the Prior Authorization (PA) Process:

1. **PA Submission**

Our office will submit the necessary paperwork to your insurance provider.

2. **Decision**

Your insurance will either approve or deny the request. This process may take 30-45 days. If you receive a decision, please let us know, as some insurance companies may only inform you directly.

- **If Approved:** Contact the specialty pharmacy to arrange medication delivery. If the cost is too high, please notify our office so we can explore assistance options.
- **If Denied:** Our office will file an appeal to challenge the denial, which can take up to 30 days.

Specialty Pharmacy and Shipment:

Once your medication is approved, you will be responsible for arranging the shipment. Specialty medications must be filled by an insurance-approved specialty pharmacy, which will mail your medication directly to you. Local retail pharmacies cannot fill these prescriptions.

- **Injection Training:** If your treatment includes an injectable medication and you would like injection training, please schedule a training session once you receive your shipment date.

Requirements for Ongoing Biologic Medication Use:

- **Follow-Up Appointments:** Attend all scheduled visits to track your progress and ensure continued insurance approval for treatment. Follow-up appointments need to be every 4-6 months.
- **Insurance Updates:** Notify our office immediately of any changes to your insurance coverage to avoid delays in your treatment.

Important Calls You Can Expect:

- **Our Office:** We'll contact you with updates on your treatment progress.
- **Specialty Pharmacy:** Expect calls about shipping details, PA updates, and potential access to free medication programs.
- **Manufacturer Support:** You may receive information about your condition, medication coverage, available resources, and financial assistance.
- **Forus:** Forus is our prior authorization platform and keeps you updated via text message. Tandem will also send any necessary links for signatures needed.



Scan This QR Code

Text the word "RX" to get SMS updates when we receive your prescription.

Phone: (833) 463-5013

Email: support@forus.com