



## Biologic Medications

Your physician has prescribed a specialty medication known as a "biologic". Specialty medications have a layered approval process unlike prescriptions filled at your local pharmacy. Below we have outlined information key to this process:

- Your physician has most likely given you a lab slip today... ***Please have these drawn within the next couple days!!*** A delay in getting these drawn will delay the prior authorization process and prevent you from getting your medication in a timely manner.
- Our office uses, **Pyramids Specialty Pharmacy**, and other parties may need to call you and verify information, ask permissions, etc. It is important that you stay tuned to these calls and answer when possible or return calls when able. We understand 1 (800) numbers are not our favorite but avoided calls lead to a halt in the whole process. If anyone is reaching out to you regarding your medication, rest assured they are working side by side with our office. Your information is never shared with anyone other than medical professionals involved in the approval process.
- Once we have received your laboratory results, we will forward all records and pertinent information to Pyramids Specialty Pharmacy. If Pyramids Specialty Pharmacy is not able to fill your prescription because your insurance requires you to use another pharmacy, then they will automatically forward your prescription to the pharmacy mandated by your insurance.
- Approvals can sometimes take several weeks to obtain, so please be patient and know we are working hard on your behalf to prove to your insurance why this medication is right for you. Should you have any questions please feel free to contact Pyramids Specialty pharmacy directly @ 346-374-7358.
- Patients who have been prescribed a medication that will be self-injected at home, will be contacted by the Specialty Pharmacy to schedule delivery (after insurance approval). It is important to answer these phone calls as well. Once the medication has been received, please contact our office or the Biologic Medication Company's Ambassador (depending on which medication you have been prescribed) if you have no previous experience of self-injecting.
- Patients whose medications will be injected in our office (i.e... Xolair, Skyriz, Stelara) are responsible for making sure medications are shipped 2 weeks prior to your scheduled appointment. We accept shipments Monday through Thursdays only (unless closed for holiday). This is to ensure the office will be open all day to receive your medication.
- If there is a change of insurance, please notify us right away. New insurance means we must start the re-authorization process for your medication again. Medication approvals do not transfer from one insurance to another.
- ***If you decide not to move forward with your prescription***, please let us know so that we may stop the prior authorization process.

