



Maximizing Patient Access to Therapy: Helping You Through the Prior Authorization Process

Obtaining a Prior Authorization (PA) doesn't have to be a difficult process. Our Reimbursement Specialists at SYNVISIC Connection can identify when a PA is necessary for Synvisc-One or SYNVISIC and can help obtain the PA for your patient.

How we can help

Upon conducting an Insurance Verification (IV), we will determine if a payer requires a PA for Synvisc-One or SYNVISIC before administration. If a PA is required, SYNVISIC Connection can assist you and your patients in obtaining authorization. Our Reimbursement Specialists can help with the collection of clinical information to document medical necessity, provide you with any required insurer-specific forms, and work with you to ensure the PA is submitted and reviewed by the payer.

What to do if a PA is required:

- 1 Notify SYNVISIC Connection by completing the PA Assistance Form you received with your IV Results Form.
- 2 Our Reimbursement Specialists will work with you to help you compile the appropriate information that is required and ensure the PA is submitted properly.
- 3 We will follow up with the payer to obtain the PA outcome and authorization number, if approved.
- 4 PA outcome will be sent to you once the payer has made a decision
(See Prior Authorization Sample Results Form in this section to view an example).
 - If your patient's request for a PA is not approved, SYNVISIC Connection can help you resubmit

- Turnaround time for PA depends on the insurer's PA processing time and will vary by payer
- PA assistance is also available electronically for customers who are registered on eServices