



SYNVISC ConnectionSM — Streamlining Reimbursement

SYNVISC Connection is a comprehensive reimbursement support program designed to simplify the reimbursement process and help you focus on treating your patients. Our Reimbursement Specialists provide expert support, information, and tools through multiple channels:



E-mail



Phone



Fax



Web

Make the connection to a wide range of patient treatment support services that are available through SYNVISC Connection:

● **Insurance Verification (IV)**

- Verifies patients' specific coverage and benefits for Synvisc-One® (hylan G-F 20) or SYNVISC® (hylan G-F 20), including the plan's specific requirements like Prior Authorization (PA) if applicable
- Provides necessary Prior Authorization forms to obtain Synvisc-One or SYNVISC

● **Specialty Pharmacy Provider (SPP) Triage**

- Verifies that patients' plan allows the use of SPP and which in-network specialty pharmacies are available
- Transfers completed Service Request Form for Synvisc-One or SYNVISC to the SPP for fulfillment
- Provides necessary SPP forms in the event the SPP requires use of a specific form

● **eServices**

- Provide online access to SYNVISC Connection
 - Electronically submit IV and PA Forms
 - Manages patients, providers, and multiple office locations through one user profile
 - Generates custom activity reports
 - Access electronic versions of IV and PA whenever you need them



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- **Prior Authorization**
 - Verifies payer PA requirements and assists in obtaining authorization for Synvisc-One and SYNVISIC
 - Provides office with any required insurer-specific forms and helps to ensure the PA is submitted and reviewed by the payer

- **Clean Claims Program**
 - Confirms accurate coding of medical claim prior to submission
 - Follows up with payer to verify claim is processed and paid
 - Disputes payer decision to deny or underpay claim and works with insurer to resolve coding issues

- **General reimbursement assistance**
 - Offers immediate help with questions regarding coding and reimbursement
 - Ensures your office has the most current information

- **A helpful online resource at SynviscOne.com/reimbursement**
 - Provides answers to questions about coverage, coding, and reimbursement for Synvisc-One and SYNVISIC and can be accessed anytime, anywhere
 - Specialty Pharmacy Search Tool allows you to search by state for SPP information and required forms
 - Access to important sample documents and request forms
 - Sample Letters of Medical Necessity
 - Sample Letters of Appeal
 - SYNVISIC Connection Service Request (SR) Form
 - Sample and blank CMS-1500/1450 Forms

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