

When an appropriate patient is identified for SYNAGIS prophylaxis, follow these steps to initiate treatment.

## STEP 1 – Complete the Referral Process

### HUB REFERRAL

- Complete a Universal Enrollment and Prescription Form
- Fax to SYNAGIS CONNECT™, or complete the Hub Enroll process through the CoverMyMeds® portal

### DIRECT REFERRAL TO PAYER OR SPECIALTY PHARMACY (SP)

- SYNAGIS CONNECT™ will not support the prior authorization (PA) and prescription process unless requested by the office
- To ensure you follow the correct process, contact the plan and/or SP directly

### BUY-AND-BILL

- Follow the appropriate PA process according to the payer
- Follow your office protocol for ordering through the appropriate specialty distributor

Helpful resources: Refer to the SYNAGIS CONNECT™ Process Flow for Healthcare Provider Offices flashcard, Limited Distribution Specialty Pharmacy Network flashcard, Specialty Distribution Model flashcard, or the Payer Grid for more details.

SYNAGIS CONNECT™ can assist with the PA process and benefits verification.

## STEP 2 – Approval or Denial

- Communicate approval or denial to parent/caregiver
- If you have not received either an approval or denial within 7 business days, please contact SYNAGIS CONNECT™, the payer, or the appropriate SP

### APPROVAL

- The SP will call the parent/caregiver and provider prior to shipment.\*
- The parent/caregiver should answer/return the call from the SP and inform the patient's provider if the SP makes any changes

### DENIAL

- Review the denial letter from the patient's insurance plan to determine the reason and next steps
- Follow the protocol to which your office adheres to appeal the denial

SYNAGIS CONNECT™ can assist with information needed for the Denials and Appeals process.†

## STEP 3 – Continuum of Care

### SYNAGIS CONNECT™ OR DIRECT REFERRAL PATHWAYS\*

- Coordinate delivery of product with the SP and parent/caregiver monthly
- Confirm information with the SP, including location, dose, and date
- Ensure adherence to monthly dosing in season through ongoing discussions with parent/caregiver and ongoing coordination with the SP

### BUY-AND-BILL PATHWAY

- Follow payer-specific PA requirements for each dose
- Coordinate with parent/caregiver to schedule administration
- Ensure adherence to monthly dosing in season through ongoing discussions with parent/caregiver

Review and update information on forms (e.g., changes in patient weight) per PA requirements prior to each dose.



If you have questions, you can contact SYNAGIS CONNECT™ at 1-833-SYNAGIS (1-833-796-2447) or your Field Reimbursement Senior Manager.‡ The Parent/Caregiver Consent Form can be found on SYNAGISHCP.com.

\*In some cases, the office may need to notify the SP of approval prior to each dose.

†Only if parent/caregiver consent is obtained.

‡Field Reimbursement Senior Managers will be able to support on specific cases if parent/caregiver consent is obtained.

**Sobi, Inc. and SYNAGIS CONNECT™ do not guarantee coverage or reimbursement for SYNAGIS. Coverage and reimbursement decisions are made by insurance companies following the receipt of claims.**