

USE YOUR COMPANY STATIONARY/LETTERHEAD

November xx, 2010

Dear XXXXXXXXXX,

I am the co-owner and Managing Director of ... At this point, none of our rheumatologists has a contract with your company to provide clinical review and pre-authorization services.

It is important for you to know that individual rheumatologists will begin billing your company for this service beginning This billing will not be done for filling out forms, but for review of patient charts, communication with pharmacists, communication with your staff, and additional communication with patients. The billing will be based upon the rheumatologist's hourly rate. As individual clinical review and pre-authorizations on average require 10-12 minutes, we will bill your company for 10 minutes, and if the service requires more time than that, your company will be billed in 10-minute increments.

If your company requires more clinical detail, the rheumatologist would be willing to have a conversation about the case with one of the rheumatologists at your company at no additional charge to your company

Given the volume of such service that we are providing for your company, if you would like to discuss a volume discount-purchasing contract, please feel free to contact me.

I will assume that you will want these invoices sent directly to you unless I am provided with an alternative name, position title, address, and e-mail address.

Sincerely,

NAME
TITLE

PRIOR AUTHORIZATION WORKSHEET

Initials: _____

Physician Name _____ Date _____

Patient name _____ Phone #(s) _____

Date of Birth _____ Pharmacy _____ Phone _____

Pharmacy Benefit Management Company _____ Case# _____

Insurance ID #: _____ Group # _____

Contact Name: _____ Phone/Fax # _____

Drug name/Dosing/Qty: _____

REASON for PA: _____

Approved Coverage Period: From: _____ To: _____

Denied Reason: _____

NOTES: _____

Action taken: (check all that apply)

- Review patient chart Documentation
- Communication with Pharmacist Copy/Fax/Email/Mail
- Communication with the Pharmacy Benefits Management Company (PBM) Communication with Physician
- Other _____

Communication with patient _____

Total time to obtain PA: 10 minutes 20 minutes 30 minutes Other _____

PHYSICIAN SIGNATURE _____ **Date** _____

PRINTED NAME: _____

Helping Patients Help Themselves:

Information is critical in working with your pharmacist, your Pharmacy Benefit Management Company (PBM) and your physician.

- 1) Understand your pharmacy benefits.
- 2) Patients are increasingly finding that they can pay less at the pharmacy for a medication by NOT using their insurance. You may want to ask the pharmacy *“what is the cost for this prescription if I pay out of pocket instead of utilizing my insurance?”*
- 3) Understand your co-pays for your prescriptions.
- 4) Always ask the pharmacist: *“Is this the exact medication my physician prescribed?”*
- 5) If a pre-authorization is requested of your physician, this will be completed **ONCE**, even though your physician does not have a contract with your PBM (Pharmacy Benefit Management Company).
- 6) If you are unhappy with the PBM and/or your insurance company attempting to not authorize the medication was prescribed, or the pharmacy not releasing the prescription you have been given, you can:
 - (a) Inform the pharmacist of that;
 - (b) Call (800) 342-2762 to file a complaint against your PBM, your Insurance Company or pharmacist.
 - (c) http://myfloridalegal.com/contact.nsf/contact?Open&Section=Attorney_General is the web address to file a complaint on-line.
 - (d) Contact U.S. Senator Bill Nelson’s office at: 888-671-4091 (or U.S. Senator Marco Rubio’s office at: 786-953-6711), and ask for a caseworker.

Preauthorization contact names requiring certified return receipt letters

1. MEDCO

- a. Kenneth Klepper
 - i. President
 - ii. 100 Parsons Pond Drive
 - iii. Franklin Lakes, New Jersey 07417
 - iv. Phone: 1-800-871-4663
- b. David Snow
 - i. CEO
- c. Also find and send an e-mail

2. Caremark

- a. Thomas M. Ryan
- b. Chairman of the Board, President and Chief Executive Officer
- c. CVS Caremark Corporation
- d. CVS Corporation
- e. One CVS Drive
- f. Woonsocket, R.I. 02895

3. Express Scripts

- a. George Paz
- b. Chairman, President and Chief Executive Officer
- c. Express Scripts
- d. 1 Express Way
- e. St. Louis, MO 63121

4. Kaiser

- a. George Halverson
- b. Chairman and Chief Executive Officer
- c. Kaiser Permanente
- d. 10065 East Harvard Avenue
- e. Denver, Colorado 80231