

Getting your gel injection medication through insurance

For hyaluronic acid (viscosupplement) injections, such as Synvisc, Euflexxa, Durolane, Gel-One or Monovisc.

HOW IT WORKS

- 1 We ask your insurance for approval**
After your visit we send a prior authorization request. Approval often takes 1–3 weeks, and we will call you when we hear back.
- 2 Your plan decides who supplies the medication**
Either our office orders it for you, or your plan requires a specialty pharmacy to ship it. We will tell you which applies.
- 3 Answer the specialty pharmacy’s call**
They will call to confirm your details and collect any copay. The number may be unfamiliar — please answer or call back. **Nothing ships until you speak with them.**
- 4 Have it delivered to our office, not your home**
Give the pharmacy the address of the office where you will get your injection (below). If it comes to you by mistake, keep the box unopened, store it as the label says, and bring it to your visit.
- 5 Schedule your injection**
Once the medication arrives, we book your visit. Some products are a single shot; others are a series of 3–5 weekly shots.

What it may cost

You may owe a deductible, copay or coinsurance for the medication and, separately, for the injection visit. With commercial insurance, ask us about the maker’s copay-assistance program (usually not available with Medicare or Medicaid).

If insurance says no

Many plans want proof you tried other care first, such as physical therapy, anti-inflammatory medicine or a steroid shot. We can often appeal, or talk with you about other options and self-pay pricing.

QUESTIONS

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Medication: _____

Pharmacy: _____

Pharmacy phone: _____