

TRIPTODUR[®] (triptorelin) Care Program

Obstacles may arise when starting a treatment, rest assured Triptodur Cares.

Thank you for choosing Triptodur for your patient.

Triptodur Care Program: Prescribe with Confidence

Triptodur can be filled through network specialty pharmacy.

HERE ARE 3 DIFFERENT WAYS TO PRESCRIBE:

eRx

Submit a prescription for Triptodur via eRx and select:

PANTHERx Rare Pharmacy
24 Summit Park Drive
Pittsburgh, PA 15275
NPI: 1316213531

Phone

Contact Triptodur Care Program to submit a prescription over the phone.

Call (833) 401-CARE
Monday - Friday, 8:00am-8:00pm ET

Fax

Download the Patient Enrollment Prescription Form from www.Triptodur.com/hcp.

Fax to (877) 650-7041

Triptodur can also be purchased direct via Specialty Distributors. For more information, or assistance on medical claims, call the **Triptodur Care Program** at **(833) 401-CARE**, Monday - Friday, 8:00am-8:00pm ET.

Benefits Investigation

- The Triptodur Care Program will fax your office a confirmation that we've received your patient's Triptodur prescription within 2 hours of receipt if received between 8:00 am-5:00 pm ET.
- The Triptodur Care program will complete a full Benefits Investigation.
- We will review the Benefits Investigation results and outreach to your office if a prior authorization is needed.

Prior Authorization and Appeal Assistance for Pharmacy Benefits or Medical Benefits

- **Pharmacy Benefit:** If the insurance requires a prior authorization (PA) or appeal, the Triptodur Care Program will assist with documentation and processing. We will let you know if more information is needed from your practice.
- **Medical Benefit:** If the prescription is denied through pharmacy benefits and/or needs to be processed through the medical benefit, the Triptodur Care Program will assist with medical benefits documentation and processing as well.

Please keep the Triptodur Care Program informed of any direct communication that comes from the health plan, including approvals or denials.

Schedule Shipment

- The Triptodur Care Program will reach out to your practice and the parent to schedule shipment of the medication around the injection appointment. Triptodur must be administered by a health care provider.

**Note: Pantherx may show up on email or fax communications on behalf of the Triptodur Care Program*

Triptodur Care Program FAQs

How often can I expect to receive communication from the Triptodur Care Program?

The Triptodur Care Program will reach out to the practice regarding missing information, or as new information is needed to process benefits. We will follow up every 2 business days until any needed or missing information is provided. After that, we will communicate as any new information comes in. The Triptodur Care Program wants to avoid any unnecessary communication during your busy day, while keeping you informed. If you have specific communication needs, or desire less communication, let us know! If there is a best contact or time for your office, please share with us. We are available for questions at any time Monday – Friday 8am to 8pm ET.

I heard directly from the insurance company. Was the Triptodur Care Program notified of the same information?

Sometimes the insurance company will alert only the provider, so it is best to provide the Triptodur Care Program the information you received. If you receive a pharmacy denial, for instance, it is important to fax that over to 877-650-7041 so that we can work on any next steps.

How do I find the right insurance forms to send in?

The Triptodur Care Program has a dedicated support team that does the research to make sure the correct form is used in order to process the claim correctly and expediently. Allow us to assist by calling Toll Free at 833-401-2273.

What information should I include when I send in the prescription to the Triptodur Care Program?

In addition to the Triptodur enrollment form, we ask that you submit any available patient charts, notes, and recent lab results. This will help expedite the Prior Authorization approval process and allow the patient to start therapy as soon as possible.

My hospital would like to purchase the medication to dispense rather than go through a specialty pharmacy. Can I still receive benefits investigation and/or copay assistance for the patient?

Triptodur can be purchased directly via Specialty Distributors. The Triptodur Care Program can assist with benefits investigations, claims and copay assistance, even if your hospital purchases the medication directly. For more information, call the Triptodur Care Program.

Can the level of support be tailored to my clinic's needs?

The Triptodur Care Program is here to support in any way we can. Every practice and every insurance is a little bit different, and we can flex to give as little or as much support as needed.

TRIPTODUR CARE PROGRAM

Comprehensive support through the Triptodur Care Program includes:



Benefit investigations for pharmacy and medical claims



Prior authorization and appeal support



Copay Assistance Program



Dedicated care team for streamlined support to both parents and healthcare providers



Support Team available from 8AM to 8PM (ET)