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# **TEPEZZA Insurance Approval Guide**

A step-by-step guide to the  
insurance approval process

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# Way to go!

Your doctor has prescribed TEPEZZA and you're ready to take a big step in treating your Thyroid Eye Disease (TED)! Before you can begin treatment, you and your doctor will work together to get your insurance provider to approve TEPEZZA.

TEPEZZA is a specialty medicine that you receive through an intravenous (IV) infusion. Specialty medicines require a few extra steps to get insurance approval and start treatment. It can take up to 90 days from the time your doctor prescribes TEPEZZA until you get your first infusion. This could be shorter or longer, depending on your insurance provider.

This guide will walk you through each phase of the insurance approval process. You'll also learn about 1-on-1 patient support, support services available to help you through the process, and what you can do to help move the approval process along.

So, let's get started!

## The Insurance Advocacy Form may speed up the process



Be sure to fill out the form starting on page 8 and give it to your doctor

## USE

TEPEZZA is a prescription medicine used to treat Thyroid Eye Disease (TED), no matter if you've had TED for months or years.

Please read Important Safety Information for TEPEZZA on pages 12-13 or visit [TEPEZZA.com](https://www.tepezza.com).

# The 3 phases of the insurance approval process



## Phase 1:

### Prescription & enrollment

- Prescribed TEPEZZA
- You can enroll in 1-on-1 support from our patient support program, Horizon By Your Side



## Phase 2:

### Insurance review

- Horizon By Your Side team confirms the details of your insurance coverage
- Fill out the Insurance Advocacy Form starting on page 8 and give to your doctor
- Your doctor determines the location for your TEPEZZA infusions based on the options available through your insurance provider
- Your doctor submits medical information explaining why TEPEZZA has been prescribed to your insurance provider



## Phase 3:

### Insurance approval

- Your insurance provider reviews information and in some cases requests your doctor provides additional information
- Your insurance provider determines coverage approval
- Upon approval, you are ready to prepare for treatment!



Watch a video guide of the TEPEZZA insurance approval process. Scan the code with your smart phone camera, or visit [TEPEZZAinsurance.com](https://www.tepezza.com/insurance)



## Phase 1:

# Prescription & enrollment



Once your doctor has prescribed TEPEZZA, they will begin the insurance approval process. Your doctor will provide important information about your condition to your insurance provider, who will begin reviewing your coverage for TEPEZZA. Most doctors will also submit a Patient Enrollment Form to enroll you into Horizon By Your Side, an optional patient support program.

## Enrolling in Horizon By Your Side



Horizon By Your Side is a program that provides 1-on-1 support by matching you with a Patient Access Liaison, or PAL for short. Your PAL can help guide you through the approval process and later assist in scheduling your infusions. To enroll in the program, you can sign the Patient Enrollment Form provided by your doctor. Or if you need more time to decide, you can choose not to sign and later call 1-833-583-7399, Monday – Friday, 8 AM – 8 PM, ET. The program is optional and you can still get TEPEZZA without joining.



Once you are prescribed TEPEZZA and if you choose to enroll in Horizon By Your Side, you will receive a welcome call from your PAL. Your PAL will work directly with you to answer non-medical, logistical questions.



**Our goal is to help patients feel in control of their journey with TEPEZZA. I let them know that I'm there to support them through understanding the insurance process.**

– Carol H., Patient Access Liaison (PAL)



## Phase 2:

# Insurance review



Next, your insurance provider, your doctor's office or infusion center, and your Patient Access Liaison (PAL) will work together to confirm the details of your insurance coverage for TEPEZZA. This step is called the Benefits Investigation.



If you enrolled in Horizon By Your Side, your PAL will call you to review the results of the Benefits Investigation, which is called a Summary of Benefits. It will include:

- Your insurance provider's requirements to cover TEPEZZA
- What your potential out-of-pocket cost may be
- Whether your doctor needs approval from your insurance provider to prescribe TEPEZZA. This is called a Prior Authorization or Predetermination, which is often required for TEPEZZA



TEPEZZA is an intravenous (IV) medicine you receive through a process called an "infusion." Your doctor and/or insurance provider will work with you to find an infusion center where you will get your TEPEZZA treatment.



Your doctor and infusion center will work together to prepare all the necessary paperwork. This includes the Prior Authorization, if it's needed. **You can help speed up the process by completing the Insurance Advocacy Form starting on page 8 and giving it to your doctor.** Once all the paperwork is in order, your doctor will submit it to your insurance provider for you.

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Read more about the infusion process. Scan the code with your smart phone camera, or visit [TEPEZZAinfusion.com](https://www.tepezza.com)



## Phase 3:

# Insurance approval



Your insurance provider reviews the information sent over by your doctor and infusion center.



In some cases, your insurance provider may need more information from your doctor before they can approve TEPEZZA. Common reasons include incomplete or missing clinical information.



Once your insurance provider has all the information they need, they will approve coverage of TEPEZZA. That means you can start planning your first infusion. Your PAL is available to support and educate you through this process.

**Remember: the insurance approval process may take up to 90 days, but a decision is reached sooner for many patients.**



Rarely, an insurance provider may decide not to cover TEPEZZA. If this happens to you, your PAL can provide options and resources for access to TEPEZZA.

**For 1-on-1 support throughout the insurance process, enroll in Horizon By Your Side by calling 1-833-583-7399, Monday – Friday, 8 AM – 8 PM, ET**

## Make the most of the wait

While you wait to hear back from your insurance company, there are plenty of things you can do to make the most of your time. See below for some ways you can help with the approval process or prepare for next steps:



**Pull together information that your doctor will need to submit to your insurance**

See pages 8-11 for the Insurance Advocacy Form



**TEDTEAM**

**Talk 1-on-1 with a patient who completed TEPEZZA Treatment**

Call **1-833-242-6797** or email **info@MyTEDteam.com** to learn more



**Register for Eyes on TED, a live online event with a TED Eye Specialist and a TEPEZZA patient**

Sign up at **EyesOnTED.com**

# Insurance Advocacy Form

Way to Go! Your doctor has prescribed TEPEZZA and you are ready to take a big step in treating your Thyroid Eye Disease (TED). In order to help move the Insurance Review and Approval Process along, we have created this form which lists the main items your insurance company may need to provide approval for treatment with TEPEZZA. This information should **ONLY** be provided to your prescribing **Doctor or Infusion Center (where you will go to receive TEPEZZA)**. If you have a Patient Access Liaison (PAL), please do **NOT** send this to him or her.

## COMPLETE LIST OF TREATING PHYSICIANS

Please provide contact information for all doctors you have seen for your TED and/or your thyroid disorder.

Doctor's first & last name	Specialty	Location (city, state, ZIP)	Phone number

## THYROID LABS – FREE T3 & FREE T4

If you have had your thyroid labs completed recently, please have them sent over to the doctor who prescribed TEPEZZA and your infusion center. Please also fill out the contact information below for the doctor who originally ordered your thyroid labs.

Doctor's first & last name	Specialty	Location (city, state, ZIP)	Phone number

## PREVIOUS THYROID EYE DISEASE TREATMENTS

Please list the medicines you have used and the dates you used them to treat your TED.

	Date range (MM/YY-MM/YY)	Did it work?	Did you have any side effects?	Prescribing doctor's first & last name	Doctor's phone number
Eye Drops					
Steroids (taken by mouth or IV)					
Biologics					
Other					

Please read Important Safety Information for TEPEZZA on pages 12-13 or visit [TEPEZZA.com](http://TEPEZZA.com).





## CLINICAL ACTIVITY SCORE (CAS)

A Clinical Activity Score, or CAS, is the total number of TED symptoms you may have experienced based on a standardized checklist. A CAS is required by most insurance providers, so work with your doctor to ensure your CAS is completed.

Over the past month, have you experienced any of the following TED symptoms?  
(Check all the boxes that apply)

**Have you ever had pain or pressure behind your eye?**   
The medical term for this is "spontaneous orbital pain"

**When you look left/right, or up/down, do you ever feel discomfort or pain in or behind your eye?**   
The medical term for this is "gaze-evoked orbital pain"

**Have you had eyelid swelling?**   
The medical term for this is "eyelid edema"

**Do your eyes ever feel swollen or look red?**   
The medical term for this is "eyelid erythema"

**Do you ever notice redness in the whites of your eyes?**   
The medical term for this is "conjunctival redness"

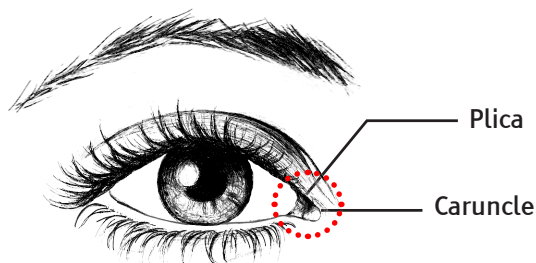
**Have you ever observed that you have eye pus or areas that are swollen and look blistered?**   
The medical term for this is "chemosis"

**Do you ever notice that one or both of your eyes are bulging?**   
The medical terms for this are "proptosis" or "exophthalmos"

**When you look in the mirror and move your eyes, do you ever notice that one eye moves slower than the other? (you may also notice two images—double vision—when looking in a certain direction)**

**Do you ever notice that you have difficulty reading street signs, or subtitles in TV or movies?**

**Do you ever have inflammation in the areas of your eye known as the caruncle or plica (see illustration below)?**



Now count the number of symptoms you marked above and enter your total in the box below.

This is your potential CAS



## DAILY LIFE IMPACT

In making a decision about your TED treatment, it is also important for your insurance provider to understand the impact of TED on your ability to do daily tasks and on your overall well-being.

Over the past month, has TED made it harder to do any of these daily tasks? (Check the boxes that apply.)

Walking outdoors	<input type="checkbox"/>
Reading	<input type="checkbox"/>
Driving	<input type="checkbox"/>
Watching TV	<input type="checkbox"/>
Cooking	<input type="checkbox"/>
Working	<input type="checkbox"/>
Walking up or down stairs	<input type="checkbox"/>

Are there any other activities or hobbies that you wanted to do but could not because of TED? (Use the space below to write your answer.)



## WELL-BEING

The emotional effects of TED should not be ignored. It's important that you let your insurance provider know how TED affects all aspects of your life.

Over the past month, have you noticed any of the following? (Check the boxes that apply.)

**Depressive feelings**

**Feeling anxious**

**Feeling like you are being watched or judged**

**Hiding your appearance in public**

**Having a hard time making normal facial expressions**

**Having difficulty holding face-to-face conversations**

**Feeling disconnected from friends, family, and hobbies**

Are there other ways that TED has changed how you feel about yourself?  
(Use the space below to write your answer.)

Based on the recommendation of my doctor, I \_\_\_\_\_ am requesting insurance approval for TEPEZZA to treat my Thyroid Eye Disease.

\_\_\_\_\_  
Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

## **USE and IMPORTANT SAFETY INFORMATION**

### **USE**

TEPEZZA is a prescription medicine used to treat Thyroid Eye Disease (TED), no matter if you've had TED for months or years.

### **IMPORTANT SAFETY INFORMATION**

#### **What is the most important information I should know about TEPEZZA?**

Infusion reactions can happen during or within 24 hours after your infusion of TEPEZZA. If you have a reaction while receiving TEPEZZA, your doctor or nurse will slow or stop your infusion and treat your reaction. If you have a severe infusion reaction, your doctor may stop your treatment completely.

#### **Tell your doctor or nurse right away if you have any of these symptoms during or after your treatment with TEPEZZA:**

- High blood pressure
- Fast heartbeat
- Redness of the face/Feeling hot
- Difficulty breathing
- Headache
- Muscle pain

If you have inflammatory bowel disease (IBD), such as Crohn's disease or ulcerative colitis, TEPEZZA may make your IBD symptoms worse. Symptoms of worsening IBD may include: an increased number of loose stools with stomach pain or cramps, and blood in your stools. After each TEPEZZA infusion, tell your doctor right away if you have worsening IBD symptoms.

TEPEZZA may cause an increase in your blood sugar. Before starting treatment with TEPEZZA, tell your doctor if you are currently being treated for diabetes, know your blood sugar is high, or have been diagnosed with diabetes. It is important for you to take your treatments and follow an appropriate diet for glucose control as prescribed by your doctor.

TEPEZZA may cause severe hearing problems including hearing loss, which in some cases may be permanent. Tell your doctor if you have any signs or symptoms of hearing problems or changes in hearing.

**Please read additional Important Safety Information for TEPEZZA on page 13 or visit [TEPEZZA.com](http://TEPEZZA.com).**

## Important Safety Information continued

### Before receiving TEPEZZA, tell your doctor if you:

- Have inflammatory bowel disease (Crohn's disease or ulcerative colitis).
- Are currently being treated for diabetes, have been diagnosed with diabetes, or know your blood sugar is high.
- Are pregnant or plan to become pregnant. TEPEZZA may harm your unborn baby. Tell your doctor if you become pregnant or suspect you are pregnant during treatment with TEPEZZA.
  - Women who are able to become pregnant should use an effective form of birth control (contraception) prior to starting treatment, during treatment and for at least 6 months after the final dose of TEPEZZA.
- Are breastfeeding or plan to breastfeed. It is not known if TEPEZZA passes into your breast milk. Talk to your doctor about the best ways to feed your baby during treatment with TEPEZZA.
- Tell your doctor about all the medicines you take, including prescription and over-the-counter medicines, vitamins, dietary and herbal supplements. Know the medicines you take. Keep a list of them to show your doctor and pharmacist when you get a new medicine.

### What are the possible side effects of TEPEZZA?

The most common side effects of TEPEZZA include muscle cramps or spasms, nausea, hair loss, diarrhea, feeling tired, high blood sugar, hearing problems, taste changes, headache, dry skin, weight loss, nail problems, and changes in menstruation.

This is not a complete list of all possible side effects. Tell your doctor or treatment team about any side effect you may have.

**You are encouraged to report negative side effects of prescription drugs to the FDA. Visit [www.fda.gov/safety/medwatch](http://www.fda.gov/safety/medwatch), or call 1-800-FDA-1088.**

**Please visit [TEPEZZA.com](http://TEPEZZA.com) for more information.**