Overview
In accordance with the UnitedHealthcare Administrative Guide protocol for contracted providers, Synagis (palivizumab) must be obtained from a contracted specialty pharmacy. Physicians/health care professionals must acquire Synagis from BriovaRx®, the OptumRx specialty pharmacy, unless otherwise authorized by UnitedHealthcare. Requests for prescriptions of Synagis should be submitted to the participating specialty pharmacy using the enrollment forms available at UHCprovider.com. Click Synagis Enrollment Forms.

Reminders
- The most recent RSV virology reports available from state or local health departments, or the Centers for Disease Control and Prevention (CDC), should be submitted along with the enrollment form for requests that include doses to be administered prior to November or after March.
- Claims for Synagis procured from non-contracted specialty pharmacies may be denied.

Program Benefits for Physicians/Health Care Professionals
- Cost-effective procurement of Synagis from a contracted national specialty pharmacy.
- Support line for questions/procurement of Synagis.
- A clear understanding of UnitedHealthcare’s drug policy on benefit coverage of Synagis.
- Faster clinical review to verify member eligibility and benefits working directly with UnitedHealthcare.
- On-time delivery with the use of scheduled refill reminders by telephone and convenient fax requests.
- Coordination for home health nurse visits is also available when a patient requires Synagis injections in the home.

Procedure to Obtain Synagis
1. Download the Synagis fax enrollment form at Synagis Enrollment Forms, or contact BriovaRx at 888-293-9309.
2. Complete the form and provide all additional/necessary documentation required such as NICU discharge summary or supporting RSV Virolgy reports.
   - Benefits for the use of Synagis to prevent complications of RSV infection in defined high risk patients are for up to a maximum of five doses one month apart. Coverage begins at the start of the RSV season, which varies in different parts of the United States. Physicians should consult CDC surveillance reports at https://www.cdc.gov/surveillance/nrevss/rsv/index.html or their state or local health departments to confirm the start of the RSV season before administering Synagis.
3. Fax the form and other information, if applicable, to BriovaRx at 866-391-1890. Please note that UnitedHealthcare does not participate in MedImmune sponsored RSV Connection™. Synagis requests for our members must be made directly through BriovaRx. We have contracted with BriovaRx to work with physicians/health care professionals to collect our members’ clinical and eligibility information, and to provide a timely review of Synagis requests.
4. If you have questions, contact BriovaRx at 888-293-9309.
Determination and Dispensing

1. If the UnitedHealthcare Synagis Drug Policy criteria is met:
   • A BriovaRx Patient Care Coordinator will contact both the physician/health care professional's office and the member to explain any medication cost share responsibility and arrange delivery of the medication.

2. BriovaRx Monthly Dispensing Process
   • Refill reminder telephone calls and fax requests are automatically provided by BriovaRx. A refill request form will be faxed to the physician/health care professional's office seven days prior to the expected injection date. In addition to the fax, a refill request form will be included in each of the monthly shipments to the physician/health care professional.
   • This form is used to facilitate on-time delivery of the product to the physician/health care professional's office. The staff simply completes the last injection date, information for the upcoming appointment (including the child’s weight, milligrams of Synagis administered, and the next anticipated injection date) and then faxes the form to BriovaRx at 866-391-1890.

3. Based on review by the BriovaRx team, if the UnitedHealthcare Synagis Drug Policy criteria is NOT met:
   • The case will be reviewed by UnitedHealthcare to determine coverage.
   • If approved, UnitedHealthcare will send the notification to BriovaRx. A BriovaRx Patient Care Coordinator will contact both the physician/health care professional's office and the member to arrange delivery.
   • If an adverse determination is made, UnitedHealthcare will provide notification via phone/mail to both the member and the physician/health care professional. The letter will contain information regarding the peer to peer and appeal process.
   • UnitedHealthcare will also notify BriovaRx of the adverse determination.
   • To check the appeal status of a denied initial request, please call the phone number listed on the member’s ID card.

4. All requests should be submitted well in advance of the anticipated injection date.
FREQUENTLY ASKED QUESTIONS

1. Where can physicians/health care professionals find information about UnitedHealthcare’s drug policy and criteria for dispensing Synagis?
   A. Click Synagis® (Palivizumab) - Commercial Medical Benefit Drug Policy for more information. You’ll then need to click “I agree” before selecting the policy.

2. Can a physician/health care professional buy, inventory, and provide Synagis for patients directly from a wholesaler, distributor, manufacturer, or through any specialty pharmacy and have the medication reimbursed by UnitedHealthcare?
   A. No. UnitedHealthcare has selected BriovaRx as the preferred specialty pharmacy provider for the RSV season. All requests must go through BriovaRx.

3. What is the timeline/process that BriovaRx follows to dispense Synagis?
   A. BriovaRx tracks all shipments to their destination and will notify the intended recipient of issues that might affect on-time delivery.

   Synagis is shipped via overnight delivery in temperature sensitive packaging to ensure the product remains cool during the shipment process. The shipping process for refrigerated medications, including Synagis, follows a rigorous cold chain quality check to ensure the safety and efficacy of the product from the pharmacy to its destinations around the country, including those with extreme temperature fluctuations.

   Before a temperature sensitive medication is shipped to climates with extreme temperatures (under 32 degrees F or over 85 degrees F), the forecast in the destination city is checked and it is confirmed that the recipient is aware that the medication is being shipped via overnight delivery via UPS. A signature is always required to assure the product is refrigerated immediately upon arrival. The goal is for BriovaRx to maintain a controlled environment throughout the delivery process to ensure adherence to manufacturer temperature recommendations.

   Toll-free, one-on-one counseling is available for parents/caregivers. In support of any education the physician/health care professional office is providing, BriovaRx is available for members to talk to trained professionals about any questions they may have about Synagis.

4. Does the Physician, Health Care Professional, Facility and Ancillary Provider Administrative Guide Synagis Protocol apply to hospital outpatient or ambulatory administration of Synagis?
   A. The protocol requires contracted physicians/health care professionals to procure Synagis from a contracted specialty pharmacy when billing using the drug specific reimbursement code (CPT 90378) for Synagis. The protocol does not apply to inpatient hospital confinement with hospital DRG or revenue code billing.

Questions?
If you have questions, please contact BriovaRx at 888-293-9309.