Knowing which insurance card to use on Biogen patient start forms may help patients receive Biogen support services quickly

If you are prescribing a specialty drug, you may be required to fill out a Biogen patient start form to allow your patients to access services. Correctly completing the patient insurance information on the form can help ensure the request is processed by the specialty distributor/pharmacy and the insurance company in a timely manner so that patients can receive Biogen support services more quickly. It’s important to know that prior authorizations may be denied due to incomplete or insufficient prescription information, not because the patient does not have coverage for the drug.

A specialty drug may be covered by a medical or a pharmacy benefit, depending on the type of medication and how it’s administered

- **Medical benefits** generally cover drugs that are injected or infused by a healthcare professional in the doctor’s office, infusion center, or hospital outpatient center
- **Pharmacy benefits** generally cover drugs that are self-administered orally, by injection, or inhaled

**1 card vs 2 cards**

Pharmacy vs medical benefits can be determined based on the insurance cards. Here’s how:

- **1 card for both medical and pharmacy benefits.** Health plans may combine the medical and pharmacy benefit into 1 program. The patient will have 1 insurance card that includes member identification information (e.g., group number and member “ID”) for both the medical and pharmacy benefit. The card may also include copay or coinsurance costs for doctor office, specialist, and emergency room (ER) visits. Insurance cards for both benefits typically note the pharmacy benefit with terms such as “prescription” or “Rx”

- **2 cards—1 card for the medical benefit and 1 card for the pharmacy benefit.** Health plans may use a third-party provider for the pharmacy benefit, such as a pharmacy-benefit manager or PBM. In this instance, the patient will have 1 card for the medical benefit that **does not** include pharmacy benefit information. The patient will have a different insurance card for the pharmacy benefit information

Biogen patient start forms for specialty drugs may ask for medical and pharmacy benefit information. It is important to complete Biogen patient start forms with information for both benefits when required. This will provide the specialty distributor/pharmacy that is supplying the drug with the information needed to verify the benefit.

Before a patient leaves the office, check the medical insurance card information to determine if you also need to obtain the pharmacy benefit information from a different card.

**It is important to review the patient’s insurance cards carefully to confirm that you are using the proper card (medical or pharmacy) when completing Biogen patient start forms or applying for claim reimbursement.**
If your patient has commercial insurance, they will most likely be covered in one of the following ways:

Medical and pharmacy benefits with one carrier: 1 card

- Patient copays for office and ER visits indicate the medical benefit
- The Rx symbol indicates that the pharmacy benefit is included on this card

For illustrative purposes only.

Medical benefits with a health plan, pharmacy benefits with a PBM: 2 cards

- Patient copays indicate the medical benefit
- There is no prescription information on this card, which means that the patient has a separate pharmacy benefit card
- Card is labeled for prescription, so it's a pharmacy benefit card
- Rx identification numbers indicate the pharmacy benefit information

For illustrative purposes only.

Before your patient leaves the office, remember to obtain all of the benefit information from both the medical and pharmacy cards so that Biogen patient start forms can be filled out completely and quickly.

If you do not see “prescription” or “Rx” indicated on a patient’s insurance card, it’s a medical-benefit–only card.
Tips to help your office

- For commercial and Medicaid patients, some patients have 1 card and some patients have 2 cards.

- If the patient’s medical insurance card does not have “prescription,” “Rx,” or other similar terms that indicate that the pharmacy benefit is included, you will need to gather the pharmacy benefit information from a separate card.

- Remember to check the Biogen patient start form before the patient leaves the office to confirm that you have the required insurance information (medical and pharmacy) on file.

- Confirming that the prescription information on the Biogen patient start form is correct at the beginning may eliminate unnecessary administrative work or callbacks.

- Prior authorizations may be denied due to incomplete or insufficient information, not because the patient does not have coverage for the drug.