



# TEPEZZA Insurance Approval Guide

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

**We may be able to help expedite the insurance process**

See back for the  
Insurance Advocacy Form



# 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 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 on the last page 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 see Important Safety Information for TEPEZZA throughout and on pages 8-9 or visit [TEPEZZA.com](https://www.tepezza.com).**

# The 3 phases of the insurance approval process



## Phase 1:

### Prescription & enrollment

- Prescribed TEPEZZA
- If you haven't already, you can enroll in our patient support program, Amgen By Your Side



## Phase 2:

### Insurance review

- Amgen By Your Side team is there to discuss insurance coverage with you
- Fill out the Insurance Advocacy Form found on the last page 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 QR code with your smartphone camera, or visit [TEPEZZAinsurance.com](https://www.tepezza.com/insurance)





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 Amgen By Your Side, a patient support program.

## Enrolling in Amgen By Your Side



Amgen By Your Side is a patient support program designed specifically for you, someone prescribed TEPEZZA. Our dedicated team is your partner, committed to providing nonmedical, personalized support so you can start and continue on treatment as prescribed by your doctor. If you have connected with a Patient Access Liaison (PAL), you are already enrolled in Amgen By Your Side. If you want to enroll in Amgen By Your Side, there is no cost to enroll, and you can join in one of two ways:



**Option 1:** Sign up through your doctor's office. They can start the enrollment on [AmgenByYourSide.com](https://AmgenByYourSide.com) and submit it for you on your behalf. Patient consent will also be required.

**Option 2:** If you have a prescription for TEPEZZA, call [\[1-877-305-7704\]](tel:1-877-305-7704) to get connected. A Patient Access Liaison will help you explore enrollment options.

Once enrollment is complete, your Patient Access Liaison will be your dedicated partner to help you get started and continue on your treatment, as prescribed by your doctor.



**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.



The Benefits Investigation and Summary of Benefits review includes:

- Details of your insurance coverage criteria for TEPEZZA.
- Estimate of your potential out-of-pocket costs to determine the best resource for offsetting treatment-related costs.
- Whether prior authorization is needed from your doctor.



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 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 QR code with your smartphone  
camera, or visit [TEPEZZAinfusions.com](https://www.tepezza.com/infusions)



## 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. Your Patient Access Liaison (PAL) can help you learn about the steps you can take to keep the process moving.



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 also 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.

**If you don't already have a PAL,  
you can enroll in Amgen By Your Side to get dedicated  
support throughout the insurance process.  
Call [1-833-583-7399], Monday – Friday, 8 AM - 8 PM, ET**

**Please see Important Safety Information for TEPEZZA  
throughout and on pages 8-9 or visit [TEPEZZA.com](https://www.tepezza.com).**

# 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 the last page for the Insurance Advocacy Form



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

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



**EYES  
ON  
TED**

**Register for an online event with a TED Specialist and a TEPEZZA patient at EyesOnTED.com**

Sign up at **EyesOnTED.com**

# 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 see additional Important Safety Information for TEPEZZA throughout and on page 9 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 see accompanying Full Prescribing Information or visit [TEPEZZA.com](http://TEPEZZA.com) for more information.**



Please fill out  
the form below



**The Insurance Advocacy Form may  
help to speed up the insurance process  
so you can start TEPEZZA sooner**

The Insurance Advocacy Form on the next  
page contains important information for  
you to fill out and give to your doctor.



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# 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 and throughout pages 8-9 in the TEPEZZA Insurance Approval Guide, or visit [TEPEZZA.com](http://TEPEZZA.com).**



## SYMPTOMS AND 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 day-to-day activities.

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

Eye bulging

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Double vision

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Feeling like you are being watched or judged

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Hiding your appearance in public

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Having difficulty holding face-to-face conversations

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Feeling disconnected from friends, family, and hobbies

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Are there other ways that TED has impacted you? (Use the space below to write your answer and share with your doctor)

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

**Please read Important Safety Information for TEPEZZA on and throughout pages 8-9 in the TEPEZZA Insurance Approval Guide, or visit [TEPEZZA.com](http://TEPEZZA.com).**