

PRIOR AUTHORIZATION TIPS

Before contacting the insurance company for a prior authorization (PA), make sure you have all the forms needed for the Actelion medicine prescribed. If you have questions, call 1-866-ACTELION (1-866-228-3546). An *Actelion Pathways*® Patient Case Manager can assist you Mon-Fri, 9 AM-8 PM ET.

Note: Make sure to provide complete information to the insurer. It may help to verify your information with a colleague before submitting.

REVIEW ALL GUIDELINES

- Every health plan has specific guidelines
- Find the specific prior authorization form provided by the patient's health plan
- Know and meet deadlines for prior authorization and other required documents
- Review your statement of medical necessity for missing information or incorrect numbers or codes

DOUBLE-CHECK YOUR NUMBERS

- Complete all the fields on any forms you submit
- Include the patient ID number from his or her insurance card
- Be sure to include your provider ID number as well

KEEP COMPLETE RECORDS

- Make a copy of anything you send to the insurance company
- Log any phone calls you make, including the time, date, and the name of the representative
- Record the name and contact information of the people with whom you interact