Know what to expect

When a prior authorization is required, the payer will often request that their specific prior authorization form be completed. If you would like assistance with the prior authorization process, please contact your Celgene Patient Support® Specialist.

The following tips may assist in completing the prior authorization if you choose to manage the process yourself:

✓ Make sure you provide the correct insurance ID numbers for the patient as well as the provider (if required)

✓ Review the prior authorization form carefully and be sure to answer all questions accurately and completely. Missed questions or errors will cause a delayed or denied prior authorization

✓ Include any supporting documentation (medical history, lab reports, etc) that may be relevant to the patient’s treatment with the requested product

✓ Keep copies of everything you submit for the prior authorization. It is also important to keep track of all of your conversations with the patient’s health plan

Some payers will accept prior authorization requests over the phone as an alternative to completing a form. If you prefer to submit your request over the phone, contact the payer directly to determine if they accept prior authorization requests via phone.