



“How may we help you?”

We've made getting GELSYN-3™ (sodium hyaluronate) easier. Whether you are placing an initial order for a patient, seeking reimbursement assistance for an order placed, have questions related to insurance billing and coding, or need to track the progress of a benefit investigation, we can help.

We've expanded our services and streamlined our processes to provide you with a “concierge-level” service center. We'll support your patient to ensure GELSYN-3 is covered and then provide you with 24/7 access to track the progress of each service request through www.BioLinxGlobal.com.

BioLinx is a single resource for healthcare providers to access GELSYN-3 therapy for their patients, and offers the support needed to navigate reimbursement of the therapy. Our team of specialists is prepared to assist. Call us Monday through Friday from 8:00 am to 8:00 pm Eastern time to get started or to get assistance.

If you'd like to place an order...

There are 5 Easy Steps to ordering GELSYN-3:

1. **Copy the patient's insurance card(s)** (both sides, please)
2. **Complete a Service Request form** with patient demographic and insurance information, physician information and brief medical history
3. **Have the patient sign** the consent and HIPAA Authorization form
4. **Sign** the Prescription and Statement of Medical Necessity
5. **Submit** all documents via fax (855-389-2239) or simply enter the information on-line at www.BioLinxGlobal.com.

You can also call us toll free at 855-870-0920. We can start your Service Request over the phone. Your patient's consent may be obtained electronically or via mail.

When a service request comes to us, we will:

- REVIEW:** We review the service request for accuracy and completeness.
- VERIFY:** We contact the health insurer to verify your patient's health benefits.
- INFORM:** Based on the benefit investigation, we let you know if the product is covered and at what amount, what the co-pay is, if any, and determine if additional information is required.
- ADVOCATE:** If coverage is denied by the insurance carrier, we will appeal that decision and work with you to advocate for your patient. If necessary, we will provide information to support your submission of the prior authorization.
- TRIAGE:** Upon confirmation of the insurance coverage, we will send the prescription order to the specialty pharmacy with the lowest “out-of-pocket” cost to the patient.

If you have a reimbursement question, challenge or concern....

Our team of reimbursement specialists provides guidance for your billing and coding questions, direction and assistance for your appeal challenges, and answers for your general inquiries. Let us assist you with all your reimbursement activities.

If you'd like to have more visibility into your service requests....

You can track the progress of your service requests through www.BioLinxGlobal.com. This online service center gives you 24/7 access to all orders submitted through BioLinx. You are able to access BioLinx through your pc or tablet using a secure login.

BioLinx supports the following activities:

- Track progress of each service request.
- Communicate directly with BioLinx support staff.
- Submit service requests and other forms. Support prior authorization.
- Updates to services provided through BioLinx.

Hours of operation:

Monday through Friday, 8:00 am to 8:00 pm est

Toll Free Phone: [855-870-0920](tel:855-870-0920) Toll

Free Fax: [855-389-2239](tel:855-389-2239)

Summary of Indications for Use: GELSYN-3 is indicated for the treatment of pain in osteoarthritis (OA) of the knee in patients who have failed to respond adequately to conservative non-pharmacologic therapy and simple analgesics (e.g., acetaminophen). Do not administer to patients with known hypersensitivity (allergy) to sodium hyaluronate preparations. Do not inject GELSYN-3 into the knees of patients having knee joint infections or skin diseases or infections in the area of the injection site.

GELSYN-3 is not approved for pregnant or nursing women, or children. Risks can include general knee pain, warmth and redness or pain at the injection site. Full prescribing information can be found in product labeling, at www.GELSYN3.com or by contact customer service at 800-836-4080.

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