

Insurance, in plain English

Insurance can be very complicated, and policy documents use terms that many don't understand. We can help: Call your Care Team at 800.850.4306 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m. ET, and we'll answer any questions you might have.

But if you just want a quick take on an unfamiliar word, the following glossary can help you out.



Glossary of common insurance terms

Co-insurance: Splitting a percentage of the cost of your medication with your insurance provider. Most patients will pay co-insurance after they have met their deductible (see definition below). Just like your co-payment, Biologics will collect the co-insurance payment and forward it to your insurance carrier. Assistance with co-insurance payments is also available; if you need it, we'll help you get it.

Co-payment: An amount set by your insurance plan that you'll pay. Biologics will collect the co-pay for you. No need for a separate check to your doctor. And if that co-pay is a financial strain, we'll find help for you.

Deductible: The amount of money you pay, out of pocket, before your insurance plan begins to share in the cost of covered benefits. This amount is set by your insurance provider.

In-network/out-of-network: Insurance companies choose which pharmacies to work with and specify them in your insurance plan. Getting your medication at out-of-network pharmacies may cost more than using in-network pharmacies. If Biologics is out-of-network on your plan, we'll let you know and send your prescription to an in-network pharmacy, if you choose.

Prior authorization: Some insurance plans need to approve your prescription before you fill it. We'll make sure they do, or, if they won't, we'll try to find another way to get you the medications you need.

Secondary insurance: An additional policy that supplements your primary insurance plan. This policy will have its own guidelines, and it will operate separately from Medicare. (As opposed to supplemental insurance, below.)

Supplemental insurance: Supplemental insurance follows the same guidelines as Medicare and provides further help with costs. For example, if Medicare covers 80% of your costs, supplemental insurance may cover a percentage of the rest.



Paying for deductibles

We accept payment by Visa, MasterCard, American Express and Discover cards, or by check. If you have a Health Savings Account (HSA), you can also pay deductibles and other healthcare-related costs using that card.

Please note: If you pay by check and it's returned due to insufficient funds, we'll charge a \$30 fee for each returned check. You'll then have to pay your account balance plus the returned check fees. If you pay by check, you agree to this policy.



Know your insurance responsibilities

When you receive medication or supplies from Biologics, you're giving consent to your insurance company or prescription benefit manager to pay us.

You're responsible for all co-payments and deductibles (see glossary on previous page for definitions) owed to your insurance company.

- **Invoice timing:** Invoices are mailed the second business day of the month; any remaining balance is due upon receipt.
- **Processing insurance claims:** We'll do our best to process your insurance claims. But the main financial relationship is between you and your insurance provider.

- If your insurance provider pays more than expected, Biologics will send you a refund.
- A quote of benefits, or even authorization, does not always mean that your insurance will pay for a medication.
- Payment of benefits is subject to all terms, conditions, limitations and exclusions of your insurance at the time of service.

If there's a discrepancy between the benefit you expect and what you receive, please check in with your provider to sort it out. We may be able to help, too. Just call us at **800.850.4306** (TTY: 711).

We can simplify complicated insurance documents

