Insurance Verification Request [IVR] Faxing Instructions

All fields must be filled out by the facility staff and faxed from the account

Step 1 – Complete and sign the attached IVR form. Please refer to required information below
Step 2 – Fax the completed IVR form to the Dermagraft Reimbursement Hotline at 866-866-7713 – OR – IVRs may be submitted via email to benefitverification@shire.com
Step 3 – You will receive results via fax within 48 hours. Be sure to include the correct fax number on the request form

Please ensure all applicable fields are completed prior to faxing

Patient Information and Insurance Information

• Option 1: Fill out all the patient information [name, DOB, Insurance Name, Policy ID number(s)]
• Option 2: Include a copy of the patient face sheet for patient demographics

Required Treatment Information

• Place of Service (select one) – Physician Office, Hospital Outpatient, Free Standing ASC, Hospital-based ASC, Critical Access hospital or other
• Diagnosis Codes – List all applicable codes

Prior Authorization Assistance

• Check this box if you would like the Hotline’s assistance in tracking prior authorizations with the insurance carrier if required

Required Physician and Facility Information

• Tax ID # and NPI # – Required for both provider and facility (if applicable)
• Network status with the patient’s group plan
• Payer specific ID – Please provide if available
• Contact Name – Provide a valid contact person in the event additional information is needed
• Phone/Fax # – IVR results will be sent to the number(s) provided. Results can be faxed to multiple numbers
• Business Associate Agreement (BAA) – Check yes or no box. If BAA is not on file, patient needs to sign patient authorization form
• Physician Consent for Contact – Check the box if you authorize to share patient information with Shire RM sales personnel including scheduling the application and delivery of Dermagraft

Physician signature and Date

• The form must be signed and dated in order to be processed

Questions? Need assistance? – Call 866-866-7731