

Growth Hormone Process

Our office will be requesting growth hormone for your child, per your doctor's recommendation and your consent. It can take 4-6 weeks for the initial request to be processed. Please review the following information in detail.

Initiation of Authorization:

- Most insurances require authorization. A request will be submitted to your insurance company to verify if authorization is required for growth hormone. Your insurance carrier will specify which brand of growth hormone is preferred. The brand requested will be based on your specific insurance plan.
- Our office utilizes a separate authorization department to initiate this authorization process. Your doctor's nurse will work with this authorization department to ensure the appropriate medication is being requested and to ensure that all appropriate documentation is submitted (this includes, but is not limited to: physician notes, x-rays, lab results, growth charts, etc.)
- *Allow at least 4-6 weeks for this process.* Keep in mind the process may take longer. The authorization request will either be approved or denied. Your insurance carrier will mail the notification of their decision to your home address, and they will notify our authorization department of their decision. (Please make sure your insurance company has the most updated contact information for you). **If you receive a notification from your insurance and have not heard from our office, please call to speak with your doctor's nurse.**

Important information:

- Approved requests are typically good for one year from the approval date. This approval date can change based on your insurance plan.
- Insurance change: the authorization is only effective under the plan it was approved through. It is your responsibility to notify our office of any insurance plan changes as soon as possible so we may begin the authorization process under your new plan.
- Insurance formulary change: as mentioned earlier, your insurance plan has a preferred medication. Insurance companies may change their preferred medication options at any point throughout the year. Insurance companies will notify families if this change occurs. Contact our office if there is a formulary (preferred medication) change, as this would require new authorization.
- Dose change: your doctor will notify the nurse of any dose changes. Your nurse will review this change to verify if a new authorization is required.

Our office will communicate by phone and by email. It is important you update our office of any changes to your contact information.

To check on the status of your child's request, you can contact your Doctor's nurse or you can call your insurance carrier for an update. In order for your call to be directed to the correct department, when you call our office, specify that you need to speak with the nurse regarding growth hormone.