PARAGARD Access Center

Making access easier for your patients who choose PARAGARD.
Welcome to PARAGARD Access Center

We developed PARAGARD Access Center with you and your patients in mind, as part of our commitment to providing options that allow your appropriate patients to obtain PARAGARD. PARAGARD Access Center provides a comprehensive range of support services and resources designed to make access easier for your patients who choose PARAGARD.

**PARAGARD Direct™**
Our “buy and bill” option that makes ordering PARAGARD fast and easy. With PARAGARD Direct™, you can place orders online, by fax, or over the phone, and take advantage of Volume Discount pricing.

**PARAGARD Benefits Verification™**
Designed to provide benefits information on each patient’s insurance coverage for PARAGARD. With this service, you can request a Benefits Verification Report and receive patient-specific coverage information, including reimbursement amounts when available.

**PARAGARD Specialty Pharmacy™**
With this service, your patient’s prescription for PARAGARD is fulfilled through our Specialty Pharmacy and shipped directly to your office. The Specialty Pharmacy will also process the claim with your patient’s health insurer and collect any applicable co-pay for the unit.

**PARAGARD Patient Direct™**
A solution for patients who choose to self-pay for PARAGARD. PARAGARD Patient Direct™ allows patients who have a prescription for PARAGARD to order the unit and have it sent to your office for placement.
About This Guide

This guide is intended to provide you with everything you need to know about each of our PARAGARD Access Center services. Each section starts with a Quick Start Guide designed to get you the information you need as quickly as possible. You'll also find more detailed step-by-step instructions that will guide you through the process for each service.

PARAGARDAccessCenter.com
Visit PARAGARDAccessCenter.com to get started or learn more about our service options.

Information Security

The confidentiality of information within PARAGARD Access Center websites is safeguarded to protect your patients’ electronic health information. These websites use a secure authentication process to ensure that users may only view the level of information permitted by their access privileges.

We’re Here to Help

If you have any questions about PARAGARD Access Center services, please speak with your PARAGARD Sales Representative, visit us online at PARAGARDAccessCenter.com, or call 1-877-PARAGARD.

My PARAGARD Sales Representative is ______________________ and may be reached at:

Phone: ______________________
Email: ______________________
PARAGARD Direct™ is our “buy and bill” option that makes ordering PARAGARD fast and easy. With PARAGARD Direct™, you can place orders online, by fax, or over the phone, and take advantage of Volume Discount Pricing.

WEB: PARAGARDDirect.com
PHONE: 1-877-PARAGARD (option 1)
ADDRESS: 3101 Gaylord Pkwy, Frisco, TX 75034

Existing Accounts:
FAX: 1-800-299-8332
EMAIL: PARAGARD@icsconnect.com

New Accounts:
FAX: 1-469-365-8168
EMAIL: SIG_Support_Team@icsconnect.com

Quick Start Guide

To set up your account:

Online:
2. Click “Account Sign Up.”
3. Complete and submit the PARAGARD Direct™ Business Application and the Letter of Affiliation e-sign forms.
4. Email or fax a copy of your medical license to SIG_Support_Team@icsconnect.com or 1-469-365-8168.

By phone:
1. Call 1-877-PARAGARD and select option 1.
2. One of our Specialists will walk you through this simple process.

To place an order:

Online:
1. Visit PARAGARDDirect.com and log in.
2. On the left-hand navigation, click “Order Products.”
3. Update the “Basket Qty” to the desired quantity.
4. Click “Checkout.”

By phone:
1. Call 1-877-PARAGARD and select option 1.
2. Have your account number ready and one of our Specialists will be happy to assist in placing your order.

By email or fax:
2. On the top navigation, click “Forms.”
3. Complete the PARAGARD Direct™ Order Form.
4. Email the order form (or purchase order) to PARAGARD@icsconnect.com or fax it to 1-800-299-8332.
To pay your bill:
1. Visit PARAGARDDirect.com and log in.
2. On the left-hand navigation, click “Online Payment Center.”
3. On the top navigation, click “Bills.”
4. Select the bill(s) you wish to pay.
5. Click “Pay Selected.”
6. Complete the payment information and click “Submit.”

To check the status of your order:
1. Visit PARAGARDDirect.com and log in.
2. On the left-hand navigation, click “Reports.”
3. Select the “Order Status” report.
4. Click on the “Sales Order Number” of the order status you wish to check.
5. The status can be found in the “Status” column.

Volume Discount Program
You may be eligible to receive volume-based discounts on your orders through PARAGARD Direct™. Ask your PARAGARD Sales Representative or a PARAGARD Direct™ Specialist for more details.

Looking for more quick tips for using PARAGARD Direct™? Please go to page 23 for Frequently Asked Questions.

Getting Started

Setting up your PARAGARD Direct™ account
To use PARAGARD Direct™, you must first set up your account. We recommend going online for fast account setup, but you can also set up your account over the phone.

To set up your account online:
2. Click “Account Sign Up.”
3. Complete and submit the PARAGARD Direct™ Business Application and the Letter of Affiliation e-sign forms.
4. Email or fax a copy of your medical license to SIG_Support_Team@icsconnect.com or 1-469-365-8168.

Volume Discount Program
You may be eligible to receive volume-based discounts on your orders through PARAGARD Direct™. Ask your PARAGARD Sales Representative or a PARAGARD Direct™ Specialist for more details.

Looking for more quick tips for using PARAGARD Direct™? Please go to page 23 for Frequently Asked Questions.
To set up your account over the phone:
1. Call 1-877-PARAGARD (727-2427) and select option 1.
2. A PARAGARD Direct™ Specialist will complete the appropriate forms for you and send them back for your signature.
3. Review and sign the forms and email or fax them back with a copy of your medical license to SIG_Support_Team@icsconnect.com or 1-469-365-8168.

Setting up your PARAGARD Direct™ online account
2. Click “Account Sign Up.”
3. Scroll down to “Existing Accounts Online Registration.”
4. Complete the required fields and click “Submit.”

Note: Please list all account numbers that need access. Account numbers can be found in the email you receive once the account is set up.

Your online account will be ready in 1-2 business days.

To place an order online:
1. Visit PARAGARDDirect.com and log in.
2. On the left-hand navigation, click “Order Products.”
3. Update the “Basket Qty” to the desired quantity and click “Checkout.”
4. On the Checkout page, verify that your shipping address and order quantity are correct.
   - If your shipping address is incorrect, click “Update here,” input your correct address, then click “Send Address Change.” Please Note: PARAGARD Direct™ will need to reach out to you and validate your new address before your order can be shipped
   - If you would like to change the quantity of your order, click “Change Order”
5. Select one of the following options for checkout:
   - Click “Pay Now” to pay by credit card or eCheck. Then click “Submit Payment & Order.” If approved, the funds will be deducted from your account immediately
   - Click “Submit Order” to use your line of credit or pre-pay account
Place an order by phone:
1. Call 1-877-PARAGARD and select option 1.
2. Have your account number ready and one of our Specialists will be happy to assist you in placing your order.

Place an order by fax or email:
2. On the top navigation, click “Forms.”
3. Complete the PARAGARD Direct™ order form.
4. Email the form (or purchase order) to PARAGARD@icsconnect.com or fax it to 1-800-299-8332.

When your order is processed, you will receive shipping and delivery notifications at your preferred method of contact.

PARAGARD Direct™ cannot ship any orders without a current, valid state medical license on file, so it’s important to keep us up to date with your current licenses in order to prevent shipping delays.

To update your account, please submit a Letter of Affiliation e-sign form and send a copy of your updated license to:

>FAX: 1-800-299-8332
EMAIL: PARAGARD@icsconnect.com
Using the Online Payment Center

Our Online Payment Center allows you to fully manage your account online. Here you can view and pay your bills, view payment history, and manage account and payment information. To visit the Online Payment Center, log in and click “Online Payment Center” on the left-hand navigation.

View and Sort Bills

You can use the provided filters to narrow down your search and sort the order of your bills. To view and sort your bills, choose “Bills” on the top navigation bar. You may sort by:

- Viewed
- Unviewed
- Paid
- Unpaid
- Account #

Pay Bills

You can pay just one or multiple bills at a time through our online payment center. Choose “Bills” on the top navigation bar. To pay bills:

1. Select the bill(s) you wish to pay.
2. Click “Pay Selected.”
3. Complete the payment information and click “Submit.”

Filing Bills

Filing bills is optional and may be used to help manage the number of bills that display in your bill history.

To file a bill:

1. Select the bill(s) you’d like to file.
2. Click “File Selected.”

To view filed bills:

1. Hover over “Bills” on the top navigation bar and select “View Filed Bills.”
Payment History
To view your payment history, hover over “Payments” on the top navigation bar and select “View Payment History.” Here, you may:

- Use the filters to search transactions
- Export transactions to Microsoft® Excel
- Click “Details” to see the date a payment was completed, scheduled, or canceled. You can also see the amount paid, the confirmation number, and other payment details
- Print or download the Payment History page as a PDF

Export to Excel
This function exports a list of transactions to a Microsoft® Excel file, with columns for account number, invoice number, invoice date, and amount due. To use this feature, click “Export to Excel” from the “Bills” page.

Payment Accounts
To manage your accounts for making payments, hover over “Payments” on the top navigation bar and select “View Payment Accounts.” Click “Add Bank Account” or “Add Credit Card” and follow the prompts.

Recurring Payments
To set up and manage recurring payments on your account, hover over “Payments” on the top navigation bar and select “View Recurring Payments.” Click “Add Recurring Payments” and follow the prompts.
Reports
Access “Reports” from the left-hand navigation. Your report options are:

- **Order Status** – Search and review your orders
- **Invoice History Report** – Search for past invoices either by invoice number or by date range
- **Sales Order History** – Search all orders placed (including those made by fax and phone)
- **Usage Report** – View product usage over time
- **AWP/HCPCS** – View Redbook AWP and HCPCS codes on products you’ve purchased
- **Pedigree** – View prescription drug pedigree
- **Transaction History** – View your transaction history

Checking Your Order Status
1. On the left-hand navigation, click “Reports.”
2. Select the “Order Status” report.
3. Click on the “Sales Order Number” of the order status you wish to check.
4. The status can be found in the “Status” column.
   - **Submitted**—the order has been received
   - **Confirmed**—the order has been processed
   - **Shipped**—the order has been shipped and a tracking number is available
   - **Invoiced**—the order has been invoiced to your account

Tracking Your Shipment
1. On the left-hand navigation, click “Track Shipments.”
2. Click on the “Sales Order Number” of the order you wish to track.
3. Click the “Tracking Number” to access the shipping carrier’s package tracking website.
PARAGARD Direct™ Forms

PARAGARD Direct™ Business Application (e-sign form)
Use the PARAGARD Direct™ Business Application to establish your account.

Letter of Affiliation (e-sign form)
Use the Letter of Affiliation to establish the affiliation between the physician and entity to which PARAGARD will be shipped to.

PARAGARD Direct™ Order Form (e-sign or fax form)
Use the Order Form to submit an order.

Request to Modify Sales Terms (e-sign form)
Use the Request to Modify Sales Terms form to request adjustments to the sales terms on your account.

Account Update Request (e-sign form)
Use the Account Update Request form to make updates to your account information.

Declaration of Intention (e-sign form)
Note: for Florida offices and organizations only. Use the Declaration of Intention to confirm your intention under the Florida Health Care Clinic Establishment (HCCE) Permit requirement.

With our e-sign forms, there is no need to fax forms since you can use an electronic signature. Simply complete the required fields and click “Submit.”

Frequently Asked Questions

Account Set Up

Is it easy to set up a new PARAGARD Direct™ account?
Yes! If you set up an account over the phone, one of our Specialists will complete all of the paperwork for you and send you the appropriate forms for your signature. You can also set up your account online. Please see page 11 for step-by-step instructions for creating your PARAGARD Direct™ account.

How long does it take to set up my account?
If completed paperwork is received before 3:00 p.m. CT, the account will be set up the same day.

Note: if all required fields on paperwork are not completed, account set up will be delayed. Please ensure paperwork is completed in full.

Orders

How long will it take to receive my order once it is shipped?
Generally, orders are shipped on the same day. Our standard method of shipping is UPS Ground and you should receive your order within 3-5 business days. You may also request expedited shipping for an additional fee.

How do I check the status of my order?
1. On the left-hand navigation, click “Reports.”
2. Select the “Order Status” report.
3. Click on the “Sales Order Number” of the order status you wish to check.
4. The status can be found in the “Status” column.
   - Submitted — the order has been received
   - Confirmed — the order has been processed
   - Shipped — the order has shipped and a tracking number is available
   - Invoiced — the order has been invoiced to your account
Why was my order placed on hold?
Your order may be placed on hold due to an expired license, missing paperwork, a past-due balance, or a credit limit hold. If your order has been placed on hold, please call PARAGARD Direct™ at 1-877-PARAGARD, option 1.

How do I view tracking information for my order?
Visit PARAGARDDirect.com and log in. On the left-hand navigation, click “Track Shipments.”

What should I do if my order is not in the system under tracked orders?
While we hope this does not happen, we would ask that you please call PARAGARD Direct™ at 1-877-PARAGARD, option 1, to determine the status of your missing order.

What if my order was shipped, but I still haven’t received it?
If your order was shipped within the last 5 days and you haven’t received it, please call PARAGARD Direct™ at 1-877-PARAGARD, option 1, and we will be happy to help you.

What if my credit card or e-check payment is denied?
Please call us at 1-877-PARAGARD, option 1, and we will be happy to help you.

Getting Assistance
Who can I call if I have a question?
Please call 1-877-PARAGARD, option 1.

What are the PARAGARD Direct™ business hours?
Monday through Friday, 7:30 AM to 7:00 PM CT.
PARAGARD Benefits Verification™ is designed to provide benefits information on each patient’s insurance coverage for PARAGARD. With this service, you can request a Benefits Verification Report and receive patient-specific coverage information, including reimbursement amounts when available.

**WEB:** PARAGARDvssp.com  
**PHONE:** 1-888-275-8596  
**FAX:** 1-855-215-5315  
**EMAIL:** PARAGARD@McKesson.com

**Quick Start Guide**

**To set up your online account:**
2. Under “Create an Account,” click “Register.”  
3. Complete the Healthcare Provider Registration form and click “Submit.”

**To request a Benefits Verification Report online:**
2. Log in to your account.  
3. Click the “Refer New Patient” tab, complete the online Patient Referral Form, and click “Submit.”  
4. Ask the patient to submit the Patient Authorization Form online using an electronic signature (see instructions on pages 34-35).

**To request a Benefits Verification Report by fax:**
2. Click “Download the Patient Authorization and Referral Forms” at the bottom of the screen.  
3. Print the forms.  
4. Have your patient complete the Patient Authorization form.  
5. Complete the Patient Referral form.  
6. Fax both forms to 1-855-215-5315.
Request a Benefits Verification Report by phone:

1. Call 1-888-275-8596 to request the Patient Authorization and Patient Referral forms.
2. Have your patient complete the Patient Authorization form.
3. Complete the Patient Referral form.
4. Fax both forms to 1-855-215-5315.

Please note that only Benefits Verification Reports requested online are shown on the portal website. To check the status of reports requested via fax or over the phone, please call 1-888-275-8596.


Getting Started

Setting up your online account

For the easiest, most convenient access to PARAGARD Benefits Verification™, create an account online. Our online portal allows you to refer an unlimited number of patients online, access Patient Authorization forms, and view the status of Benefits Verification Reports for all of your current patients. By creating an online account, you can also generate PARAGARD Specialty Pharmacy™ and PARAGARD Patient Direct™ requests, all with the click of a button. If you choose to request Benefits Verification by fax or phone only, there is no need to register.

Set up your account online:

2. Under “Create an account,” click “Register.”
3. Complete the Healthcare Provider Registration form and click “Submit.”
Requesting a PARAGARD Benefits Verification™ Report

To request a Benefits Verification Report online:
2. Log in to your account.
3. Click the “Refer New Patient” tab, complete the online Patient Referral Form, and click “Submit.”
4. Ask the patient to submit the Patient Authorization Form online using an electronic signature (see instructions on pages 34-35).

Your patient’s Benefits Verification Report will be available online within 1-2 business days.

To request a Benefits Verification Report by fax:
1. Call 1-888-275-8596 to request the Patient Authorization and Patient Referral forms.
2. Have your patient complete the Patient Authorization form.
3. Complete the Patient Referral form.
4. Fax both forms to 1-855-215-5315.

Your patient’s Benefits Verification Report will be delivered within 1-2 business days.

To request a Benefits Verification Report by phone:
2. Click “Download the Patient Authorization and Referral Forms” at the bottom of the screen.
3. Print the forms.
4. Have your patient complete the Patient Authorization form.
5. Complete the Patient Referral form.
6. Fax both forms to 1-855-215-5315.

Your patient’s Benefits Verification Report will be delivered within 1-2 business days.

Note: Access to Benefits Verification Reports online is only available for patient referrals submitted online.
Accessing the PARAGARD Benefits Verification™ Report

To view or check the status of a Benefits Verification Report referred online:
2. Log in to your account.
3. On the “Current Patients” screen, you can view the status of the Benefits Verification Report in the “Status” column, or click the "icon to view a PDF of the report.

To check the status or view a Benefits Verification Report referred by fax or phone:
Your patient’s Benefits Verification Report will be faxed to your office 1-2 days after we receive the paperwork. To check the status of a Benefits Verification Report that was referred by fax or phone, please call 1-888-275-8596.

PARAGARD Benefits Verification™ Forms

Patient Authorization Form

The Patient Authorization Form is required in order to provide patient consent for the PARAGARD Benefits Verification™ service. Signed forms can be submitted by fax or online with an electronic signature (see electronic signature instructions on pages 34-35).

Patient Referral Form

The Patient Referral form provides required patient information for PARAGARD Benefits Verification™ service. To submit a benefits verification request, this form must be completed.

The fastest way to complete and submit this form is online. Once you log in, select “Refer New Patient.” Fill in the required fields and click “Submit.” You may also print this form from our website and fax it to 1-855-215-5315.
Patient Authorization Electronic Signature Instructions

Patients can review and provide their signature electronically for the Patient Authorization Form by utilizing our DocuSign tool online. We have detailed the step-by-step process below.

1. Ask the patient to visit www.PARAGARDbvsp.com.

2. At the bottom of the page on the pink bar, the patient/legal guardian should click where it says “click here” to start the electronic signature process.

3. The patient/legal guardian should then enter their name and email in the fields. Once both fields have been completed, click in the lower-right corner.

   Please note: If a legal guardian’s signature will be needed, please enter that name and email address rather than the patient’s. The completed form will be sent to the entered email address.

4. Read the “Electronic Record and Signature Disclosure” and indicate consent by checking the “I agree” box.

5. Click to move forward.

6. The patient/legal guardian should then read the Patient Authorization Form in full.

7. The patient/legal guardian will then be prompted to sign on the designated lines marked by the button. Clicking will display the “Adopt Your Signature” window.

   Ensure the patient/legal guardian name and initials are correct for the party signing the form, and click .

8. If a legal guardian is signing on behalf of the patient, they should indicate their relationship to the patient in the “Description of Personal Representative” field. If the patient is signing for herself, she should enter ‘N/A’ in that field.

9. Once all fields have been completed, click at the top or bottom of the screen. The completed document can be downloaded by selecting A copy will also be sent to the patient’s/legal guardian’s email address provided.

10. To finish the request, the healthcare provider will need to submit a Patient Referral Form for the patient.
Frequently Asked Questions

Requesting a Benefits Verification Report

How do I refer a patient for benefits verification?
A patient can be referred for PARAGARD Benefits Verification™ online, by fax, or by phone. Please see page 30 for step-by-step instructions for referring a new patient.

Accessing a Benefits Verification Report

How long does it take to receive a Benefits Verification Report?
Benefits Verification Reports are generally delivered within 1-2 business days. During times with a high volume of requests, the process may take more time to complete.

Why isn’t the report I requested showing in the online portal?
It may be that you submitted your request via phone or fax. Only online submissions appear in the online portal. If you submitted your request online and you do not see it in the online portal, please give us a call at 1-888-275-8596.

Getting Assistance

Who can I call if I have a question about my benefits verification request?
Please call us at 1-888-275-8596.

What are the PARAGARD Benefits Verification™ business hours?
Monday through Friday, 9:00 AM to 6:00 PM ET.
With PARAGARD Specialty Pharmacy™, your patient’s prescription for PARAGARD is fulfilled through our Specialty Pharmacy and shipped directly to your office. The Specialty Pharmacy will also process the claim with your patient’s health insurer and collect any applicable co-pay for the unit.

WEB: PARAGARDbvsp.com
PHONE: 1-888-275-8596
FAX: 1-855-215-5315
EMAIL: PARAGARD@McKesson.com

Quick Start Guide

To request PARAGARD Specialty Pharmacy™ online*:
2. Log in to your account (see page 29 for how to set up your online account).
3. On the “Current Patients” tab, find the patient’s name and in the “Payment Method” column select “Specialty Pharmacy.”
4. Click “Submit.”
5. Fax the patient’s prescription for PARAGARD to 1-888-215-5315.

*You may only request Specialty Pharmacy through our online portal if the patient has been previously referred for PARAGARD Benefits Verification™ through our online portal.

To request PARAGARD Specialty Pharmacy™ by fax:
2. Click “Download the Patient Authorization and Referral Forms” at the bottom of the screen.
3. Print the forms.
4. Have your patient complete the Patient Authorization form.
5. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.”
6. Fax both forms to 1-855-215-5315.
To request PARAGARD Specialty Pharmacy™ by phone:
1. Call 1-888-275-8596 to request the Patient Authorization and Patient Referral forms.
2. Print the forms.
3. Have your patient complete the Patient Authorization form.
4. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.”
5. Fax both forms to 1-855-215-5315.

Patients can submit the Patient Authorization Form online using an electronic signature (see instructions on pages 34-35).

Getting Started

Requesting PARAGARD Specialty Pharmacy™ Services

To request PARAGARD Specialty Pharmacy™ online*:
2. Log in to your account (see page 29 for how to set up your online account).
3. On the “Current Patients” tab, find the patient’s name and in the “Payment Method” column select “Specialty Pharmacy.”
4. Click “Submit.”
5. Fax the patient’s prescription for PARAGARD to 1-888-215-5315.

*You may only request Specialty Pharmacy through our online portal if the patient has been previously referred for PARAGARD Benefits Verification™ through our online portal.
1) Requesting PARAGARD Specialty Pharmacy™ Services continued

To request PARAGARD Specialty Pharmacy™ services by fax:
1. Visit PARAGARDbvsp.com
2. Click “Download the Patient Authorization and Referral Forms” at the bottom of the screen.
3. Print the forms.
4. Have your patient complete the Patient Authorization form.
5. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.”
6. Fax both forms to 1-855-215-5315.

To request PARAGARD Specialty Pharmacy™ services over the phone:
1. Call 1-888-275-8596 to request the Patient Authorization and Patient Referral forms.
2. Print the forms.
3. Have your patient complete the Patient Authorization form.
4. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.”
5. Fax both forms to 1-855-215-5315.

Note: Patients can submit the Patient Authorization Form online using an electronic signature (see instructions on pages 34-35).

The PARAGARD Specialty Pharmacy™ Service
1. Once we receive your completed forms, we will first conduct a PARAGARD Benefits Verification™.
2. If it is determined that PARAGARD is covered, then the prescription will be sent to our Specialty Pharmacy for fulfillment.
3. Our Specialty Pharmacy will process the claim with your patient’s health insurer and collect any applicable co-pay for the unit.
4. Our Specialty Pharmacy will fill the prescription and contact your office to confirm the shipping date and verify your address.
5. When the unit has shipped, you will receive a shipping confirmation via fax.

PARAGARD Medicaid Return Process

You may return unused and unopened PARAGARD units obtained for Medicaid patients through PARAGARD Specialty Pharmacy™—at no cost to you.

Here’s how it works:

1. Ninety days following shipment, a PARAGARD Specialty Pharmacy Specialist follows up with your office to confirm PARAGARD was placed in the intended Medicaid patient.
2. If the PARAGARD unit was not placed, the Specialist collects your email address to send you the FedEx return shipping label.
3. Place the original unused and unopened PARAGARD unit and original packaging with affixed prescription label into a shipping box. You can reuse the original shipping box.
4. Print out the FedEx return shipping label and ship the unused and unopened PARAGARD unit back to PARAGARD Specialty Pharmacy as soon as possible.
5. The Specialist inspects the returned unit to ensure it is in its original package — unused and unopened.
6. If approved, the Specialist updates the system to reflect the returned device and reverses the claim.

Note: This returns process is not available for PARAGARD units purchased from PARAGARD Direct™. CooperSurgical, Inc. reserves the right to discontinue this process at any time without notice.
Patient Authorization Form

The Patient Authorization Form is required in order to provide patient consent for the PARAGARD Specialty Pharmacy™ service. Signed forms can be submitted by fax or online with an electronic signature (see electronic signature instructions on pages 34-35).

This Authorization shall expire one year after I have signed it, or upon revocation, whichever is earlier.

I understand that I have the right to receive a copy of this Authorization.

I further understand and agree that Biologics and the PARAGARD Program may retain my medical and health information as disclosed under this Authorization after this authorization expires.

Patient Referral Form

The Patient Referral form provides required patient information for the PARAGARD Specialty Pharmacy™ service. To order PARAGARD through our Specialty Pharmacy, this form must be completed. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.” Fax it to 1-855-215-5315.
Frequently Asked Questions

Using Specialty Pharmacy

Can I refer a patient for Specialty Pharmacy services online?
You may only request Specialty Pharmacy via our online portal if the patient has been previously referred for PARAGARD Benefits Verification™ through our online portal. See page 30 for how to refer patients to PARAGARD Benefits Verification™ online.

How do I refer a patient for Specialty Pharmacy services by fax or over the phone?
Please refer to page 38 in this section of the guide.

How long does it take to receive PARAGARD through Specialty Pharmacy?
Once all paperwork has been processed and the placement date has been confirmed, you can expect to receive PARAGARD approximately 1 week prior to the placement date. One of our Specialists will reach out to you to confirm the shipping date and verify your address. You will also receive shipping confirmation via fax.

Special Circumstances

What if we need to bill for other services done on the same day as PARAGARD placement?
We only collect co-pays and submit claims for PARAGARD. You will need to bill separately for any other services completed on the day of insertion, including the insertion procedure.

Getting Assistance

Who can I call if I have a question about PARAGARD Specialty Pharmacy™?
Please call 1-888-275-8596.

What are the PARAGARD Specialty Pharmacy™ business hours?
Monday through Friday, 9:00 AM to 6:00 PM ET.
PARAGARD Patient Direct™ is a solution for patients who choose to self-pay for PARAGARD. PARAGARD Patient Direct™ allows patients who have a prescription for PARAGARD to order the unit and have it sent to your office for placement.

WEB: PARAGARDbvsp.com  
PHONE: 1-888-275-8596  
FAX: 1-855-215-5315  
EMAIL: PARAGARD@McKesson.com

Quick Start Guide

To request PARAGARD Patient Direct™ online*:

2. Log in to your account (see page 29 for how to set up your online account).  
3. On the “Current Patients” tab, find the patient’s name and in the “Payment Method” column select “Self-Pay.”  
4. Click “Submit.”  
5. Fax the patient’s prescription for PARAGARD to 1-888-215-5315.

*You may only generate a patient self-pay request through our online portal if the patient has been previously referred for PARAGARD Benefits Verification™ through our online portal.

To request PARAGARD Patient Direct™ by fax:

2. Click “Download the Patient Authorization and Referral Forms” at the bottom of the screen.  
3. Print the forms.  
4. Have your patient complete the Patient Authorization form.  
5. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.”  
6. Fax both forms to 1-855-215-5315.
Patients can submit the Patient Authorization Form online using an electronic signature (see instructions on pages 34-35).

To request PARAGARD Patient Direct™ by phone:

Either you or your patient can initiate a purchase through PARAGARD Patient Direct™ by phone.

1. Call 1-888-275-8596 and let us know your patient would like to self-pay for PARAGARD.
2. We will send you the Patient Authorization and Patient Referral forms.
3. Print the forms and have your patient complete the Patient Authorization form.
4. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.”
5. Fax both forms to 1-855-215-5315.

Getting Started

Requesting PARAGARD Patient Direct™ Services

To request PARAGARD Patient Direct™ online*: 

2. Log in to your account (see page 29 for how to set up your online account).
3. On the “Current Patients” tab, find the patient’s name and in the “Payment Method” column select “Self-Pay.”
4. Click “Submit.”
5. Fax the patient’s prescription for PARAGARD to 1-888-215-5315.

*You may only generate a patient self-pay request through our online portal if the patient has been previously referred for PARAGARD Benefits Verification℠ through our online portal.

To request PARAGARD Patient Direct™ by fax:

2. Click “Download the Patient Authorization and Referral Forms” at the bottom of the screen.
3. Print the forms.
4. Have your patient complete the Patient Authorization form.
5. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to “PARAGARD T 380A Qty: 1.”
6. Fax both forms to 1-855-215-5315.
To request PARAGARD Patient Direct™ by phone:
Either you or your patient can initiate a purchase through PARAGARD Patient Direct™ by phone.
1. Call 1-888-275-8596 and let us know that your patient would like to self-pay for PARAGARD.
2. We will send you the Patient Authorization and Patient Referral forms.
3. Print the forms and have your patient complete the Patient Authorization form.
4. Complete the Patient Referral form. On the bottom of the form, be sure to check the box next to "PARAGARD T 380A Qty: 1."
5. Fax both forms to 1-855-215-5315.

Note: Patients can submit the Patient Authorization Form online using an electronic signature (see instructions on pages 34-35).

The PARAGARD Patient Direct™ Service
1. Once we receive your completed forms, we will first conduct a Benefits Verification to see if the patient has insurance coverage for PARAGARD.
2. We will contact the patient by phone to inform her of the price. If the patient confirms she agrees to the price, the prescription will be sent to our Specialty Pharmacy for fulfillment.
3. One of our Specialists will coordinate payment with the patient.
4. Our Specialty Pharmacy will fill the prescription and contact your office to confirm the shipping date and verify your address.
5. When the unit has shipped, you will receive a shipping confirmation via fax.

★ PARAGARD Consumer Refund Program

Refund conditions:
If PARAGARD Patient Direct™ (Self-Pay) patients decide to have PARAGARD removed within the first 150 days after placement, they may qualify for a refund. In order to qualify for this refund:
- PARAGARD must have been purchased through PARAGARD Patient Direct™
- Patients must contact us within 30 calendar days after removal of PARAGARD
- Patients must provide documentation showing that their PARAGARD was removed within 150 calendar days after placement
- Patients must not have been reimbursed for the cost of the PARAGARD, either partially or fully, by a third-party payer such as an insurance company, HMO, or any federal or state healthcare program, including Medicaid

Costs associated with placement or removal of PARAGARD are not included in the refund and are the responsibility of the patient.

Refund process:
To request a refund for a unit purchased through PARAGARD Patient Direct™, the following steps should be taken:
1. Within 30 days of removal, contact PARAGARD Patient Direct™ at 1-888-275-8596.
2. No more than 60 days after removal, complete, sign, and return the Refund Request form to PARAGARD Patient Direct™ by fax at 1-855-215-5315 certifying that the unit was both placed and removed within a 150-day time period.

Provided that the conditions set forth above are satisfied, CooperSurgical will refund all or a portion of the purchase price of the unit. The amount owed to a consumer shall not exceed the actual portion of the purchase price paid by the consumer. If applicable, CooperSurgical will process the refund to the same credit card used to purchase the PARAGARD unit upon receipt of the completed form.
PARAGARD Patient Direct™ Forms

Patient Authorization Form

The Patient Authorization Form is required in order to provide patient consent for the PARAGARD Patient Direct™ service. Signed forms can be submitted by fax or online with an electronic signature (see electronic signature instructions on pages 34-35).

Patient Referral Form

The Patient Referral form provides required patient information for the PARAGARD Patient Direct™ service. To order through PARAGARD Patient Direct™, this form must be completed. On the bottom of the form, be sure to check the box next to "PARAGARD T 380A Qty: 1." Fax it to 1-855-215-5315.
Frequently Asked Questions

Using PARAGARD Patient Direct™

Can I refer a patient for PARAGARD Patient Direct™ online?
You may only request patient self-pay via our online portal if the patient has been previously referred for PARAGARD Benefits Verification™ through our online portal. See page 30 for how to refer patients to PARAGARD Benefits Verification™ online.

How do I refer a patient for PARAGARD Patient Direct™ by fax or over the phone?
Please refer to page 50 in this section of the guide.

How long does it take to receive PARAGARD through PARAGARD Patient Direct™?
Once all paperwork has been processed and the placement date has been confirmed, you can expect to receive PARAGARD approximately 1 week prior to the placement date. One of our Specialists will reach out to you to confirm the shipping date and verify your address. You will also receive a shipping confirmation via fax.

Getting Assistance

Who can I call if I have a question about PARAGARD Patient Direct™?
Please call 1-888-275-8596.

What are the PARAGARD Patient Direct™ business hours?
Monday through Friday, 9:00 AM to 6:00 PM ET.