

# Growth Hormone Therapy - Next Steps at Children's Hospital Los Angeles (CHLA) Main Campus



## What are the Next Steps for Growth Hormone Therapy at CHLA Main Campus?

Now that you and your doctor have decided that growth hormone therapy is best for your child, the next step is to get authorization (approval) from your insurance company. Your care team will include your child's doctor and prescription financial counselor. They will assist you in these next steps. The process can take anywhere between 2-3 months.

STEP 1 Initial Authorization	STEP 2 Approval	STEP 3 First Denial	STEP 4 Additional Denials	STEP 5 No Response
<ul style="list-style-type: none"><li>Initial authorization will be requested from your insurance company. This can take 1-7 days for a decision.</li><li>There are multiple brands of growth hormone product, but all are safe and effective. Your therapy will be determined by your physician and insurance.</li></ul>	<ul style="list-style-type: none"><li>If approved, a new prescription will be sent to your specialty pharmacy (a pharmacy that provides specialized medications to treat serious or rare health conditions) and forms will be sent to the manufacturer if there is a copay for possible assistance and nurse training.</li><li>Your growth hormone will be shipped to you. Please ensure the correct address is listed.</li><li>Once received, refrigerate medication if indicated.</li></ul>	<ul style="list-style-type: none"><li>It is possible the initial authorization will be denied (not approved). If so, we will begin working on a 1st level appeal which can take 1-30 days.</li><li>If you receive a denial from your insurance company, please call us at <b>323-361-4606 ext. 3</b></li></ul>	<ul style="list-style-type: none"><li>It is possible the 1st appeal may not be approved. There are typically 2nd and 3rd level appeals (which can take up to 30 days for a decision each).</li><li>If all appeals are denied, the prescription team will discuss other options.</li></ul>	<ul style="list-style-type: none"><li>If you do not receive any communication from the growth hormone company, a pharmacist, or your insurance <b>within 5 weeks</b>, please call us at <b>323-361-4606 ext. 3</b></li></ul>
<b><u>DO NOT</u> start treatment without proper training.</b>				