

Biologic coordinators are some of the most important advocates for patients in healthcare—yet too often, their work goes unrecognized.

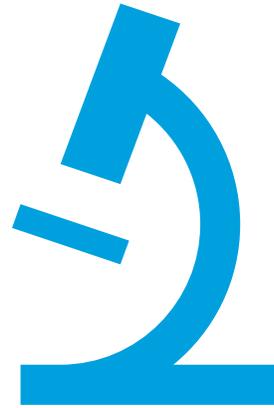
Starting in 2021, **November 1** will be known as **National Biologic Coordinators Day** to celebrate these unsung heroes in patient care.

## What is a biologic medicine?

A biologic is a prescription medication produced from living material, usually cells, to be used for the prevention or treatment of disease.

Biologic therapy is a type of treatment that targets specific parts of the immune system to treat disease.

Administered via an injection or infusion, some biologic therapies are used in the treatment of chronic diseases such as psoriasis, psoriatic arthritis, rheumatoid arthritis and inflammatory bowel disease, among other conditions.



While biologic therapy can be an important treatment option for patients, obtaining access to these treatments can be a complex and challenging process.

## What is a biologic coordinator?



A biologic coordinator is a key member of a medical practice's office staff—a **doctor, nurse, physician's assistant, medical assistant or an office/practice manager**—that helps patients navigate the complex process of obtaining access to prescribed biologic medications.

**Being a biologic coordinator is a year-round job, but there are two times a year when they are often the busiest:**

The start of each year when insurance policy changes come into effect and annual patient reverifications happen, ie, on prescription coverage and eligibility for pharmaceutical manufacturers' medication support and access programs, among others.

The yearly period when people can enroll in a health insurance plan—known as open enrollment (November 1–December 15).

## What do biologic coordinators do?



**Biologic coordinators work in partnership with the patient, prescribing healthcare provider, specialty pharmacy, manufacturer and insurance company to navigate the numerous steps required to get patients started on their prescribed biologic medication.**

**Biologic coordinators help ensure that patients are able to start and stay on their prescribed biologic treatments by:**



Explaining to patients what can be expected (ie, the type of information requested by an insurance company and how they can assist in navigating any coverage challenges or denials of their prescribed medication)



Working closely with the patient's healthcare provider to get the most up-to-date information about their care, including collecting detailed medication records and medical history, which are needed in the pre-authorization process



Filling out and submitting pre-authorization forms to insurance companies on patients' behalf



Keeping a close eye on updates from the insurance company—and when denials happen, acting quickly with an appeal on a patient's behalf

## Supporting Biologic Coordinators

To show your support for these unsung heroes in patient care, share a story or photo on social media with **#BeCauseYouCare**.

1. Frequently Asked Questions About Therapeutic Biological Products. U.S. Food & Drug Administration. Accessed March 31, 2021. <https://www.fda.gov/drugs/therapeutic-biologics-applications-bla/frequently-asked-questions-about-therapeutic-biological-products>  
2. Biologics. National Psoriasis Foundation. Accessed March 31, 2021. <https://www.psoriasis.org/biologics/>  
3. Bolge SC, Eldridge HM, Lofland JH, Ravin C, Hart PJ, Ingham MP. Patient experience with intravenous biologic therapies for ankylosing spondylitis, Crohn's disease, psoriatic arthritis, psoriasis, rheumatoid arthritis, and ulcerative colitis. *Patient Prefer Adherence*. 2017;11:661-669. Published 2017 Mar 28. doi:10.2147/PPA.S121032.