

New Process for Viscosupplements

On March 1, 2025, we introduced a new process for obtaining viscosupplements when CVS/Caremark is unable to fulfill a request for **BlueMedicareSM PPO Medicare Advantage** health plan members.

CVS/Caremark will no longer stock most viscosupplements, requiring providers to explore alternative options.

To support providers, we recommend the option to buy and bill the viscosupplements. Additionally, when providers cannot buy and bill, we have established a new collaboration with Accredo to provide viscosupplements under Part B at a retail pharmacy. Accredo can ship the requested viscosupplement directly to the provider's office.

How it Works

- You can choose to buy and bill for the viscosupplement, if available. All viscosupplements can be billed through buy and bill, per product availability.
- If CVS/Caremark is unable to fulfill a viscosupplement request, you have the option to send the prescription to Accredo for fulfillment.

The following viscosupplements will remain available through CVS/Caremark:

- Synvisc (preferred product)
- Synvisc-One (preferred product)
- Gel-One

The following viscosupplements are available through Accredo:

- Orthovisc (preferred product)
- Synvisc (preferred product)
- Synvisc-One (preferred product)
- Durolane
- Euflexxa
- Gel-One
- Gelsyn-3
- Hyalgan
- Hymovis
- Monovisc
- Supartz FX
- Triluron
- Visco-3

The following viscosupplements will **only** be available through provider buy and bill:

- Genvisc 850
- Trivisc
- Synojoynt

How to Obtain Viscosupplements Through Accredo

1. If CVS/Caremark cannot fulfill a request and you use Accredo for drug replacement, you may send the order to Accredo. Contact our Florida Blue Medicare Utilization Management (UM) team to ensure the authorization request is updated accordingly.
2. If you select the Accredo fulfillment option, send the prescription to Accredo for processing.
 - a. ePrescribe name: Accredo, Phone: 1-866-759-1557, Fax: 1-866-302-1028

3. Accredo will fulfill the viscosupplement under Part B at a retail pharmacy and ship the requested product directly to your office.

Important Notes

- Medical necessity reviews for viscosupplements still apply and requests should be submitted via Availity Essentials™ or via fax to the Florida Blue UM team.
 - You can submit a medical necessity review request to Florida Blue Medicare at Availity.com. You can also fax your request to 1-904-357-6699.
- Accredo will only fulfill viscosupplements that are available through their network.

Drug Alternatives

Step therapy is required, and the definition of medical necessity must be met, for certain higher-cost, non-preferred viscosupplement products. We encourage you to consider prescribing one of the following preferred alternatives (pre-authorization may apply) instead of the non-preferred drugs:

Preferred Product(s)		Non-preferred Product	
Synvisc/Synvisc One	J7325	Durolane	J7318
Orthovisc	J7324	Euflexxa	J7323
		Gel-One	J7326
		Gelsyn-3	J7328
		Genvisc-850	J7320
		Hyalgan	J7321
		Hymovis	J7322
		Monovisc	J7327
		Supartz	J7321
		Supartz FX	J7321
		Synojynt	J7331
		Triluron	J7332
		Trivisc	J7329
		Visco-3	J7321

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