



Synthroid® *Delivers*  
PROGRAM

# The Synthroid Delivers Program

## TRAINING GUIDE



Visit the [Office Allies Resource Hub](#) for more information



Please see additional Important Safety Information, including BOXED WARNING, regarding inappropriate treatment for obesity or for weight loss, on [page 5](#). Please see accompanying full Prescribing Information, including BOXED WARNING, or visit <https://www.rxabbvie.com/pdf/synthroid.pdf>

Synthroid®  
(levothyroxine sodium tablets, USP)



The Synthroid Delivers Program was created for **everyone** taking Synthroid (this includes patients from California and Massachusetts)

The Synthroid Delivers Program was created for everyone:

- ✓ Patients with no insurance
- ✓ Patients with commercial insurance coverage
- ✓ Patients with Medicare Part D\*
- ✓ Patients with Medicaid

With the Synthroid Delivers Program:

- ✓ No insurance is required
- ✓ No prior authorization is needed
- ✓ No fluctuating out-of-pocket costs
- ✓ No medication switching pressures

Once patients are enrolled, they won't have to worry about varying copays, filing claims, waiting for reimbursement, or changes in coverage.

\*Patients must confirm if they are 1.) a Medicare Part D participant and 2.) that they agree to the program terms of use: Payments made cannot be applied to true out-of-pocket (TrOOP) costs or any insurance benefit. Notice should be provided to their Part D plan that they are participating in the program using a simple form letter available at [SynthroidDeliversProgram.com](https://www.synthroiddeliversprogram.com).



Indications

Hypothyroidism

SYNTHROID® (levothyroxine sodium) tablets for oral use is an L-thyroxine (T4) indicated in adult and pediatric patients, including neonates, as a replacement therapy in primary (thyroidal), secondary (pituitary), and tertiary (hypothalamic) congenital or acquired hypothyroidism.

Pituitary Thyrotropin (Thyroid Stimulating Hormone, TSH) Suppression

SYNTHROID is indicated in adult and pediatric patients, including neonates, as an adjunct to surgery and radioiodine therapy in the management of thyrotropin-dependent well-differentiated thyroid cancer.

Limitation of Use

SYNTHROID is not indicated for suppression of benign thyroid nodules and nontoxic diffuse goiter in iodine-sufficient patients, as there are no clinical benefits and overtreatment with SYNTHROID may induce hyperthyroidism.

SYNTHROID is not indicated for treatment of hypothyroidism during the recovery phase of subacute thyroiditis.

Enrollment

How do I process a Synthroid prescription through the Synthroid Delivers Program?

The most efficient way to prescribe is to send the script to the Synthroid Delivers Pharmacy through your electronic medical record (EMR) system. Alternatively, you can use the Synthroid Delivers Program fax form or call the script into **844-438-7968**.



What happens if the Synthroid Delivers Pharmacy doesn't show up in my EMR?

The Synthroid Delivers Pharmacy should be in most EMR systems. If you are not finding it, **please contact your IT administrator** and ask them to sync the system and ensure the pharmacies are updated.

What key information should I include when sending the prescription to the Synthroid Delivers Program?

Include the **patient's legal name, date of birth, and mobile phone number** (to prompt the patient enrollment text message), and ensure all information is accurate to minimize calls to your office for patient information verification. If there is **unique dosing or a dosing change**, provide as much information as possible with the prescription, including specific days of the week and/or frequency dosing.

How do patients complete their enrollment after their Synthroid is prescribed through the Synthroid Delivers Program?

There are three easy ways for patients to enroll in the Synthroid Delivers Program:



TEXT

Using the link in the text message from the Synthroid Delivers Program (triggered by the EMR system)



ONLINE

Going online to [SynthroidDeliversProgram.com](https://www.synthroiddeliversprogram.com)



PHONE

Calling **844-438-7968**

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# Dosing

## What happens if a patient is prescribed multiple dose strengths? How will the patient be billed?

The *Synthroid Delivers Program* accommodates unique dosing per the doctor’s requirements.

You should include as much information about how you want the patient to take Synthroid, including days of the week and/or frequency per week.

When multiple dose strengths are prescribed, each dose strength requires a separate script.

The cost of each prescription is based on the number of tablets dispensed on each script, with discounts at 60 and 90 tablets.

### Example of patient payment

A patient is prescribed 90 tablets of 100 mcg each day for 90 days, plus 30 tablets of 75 mcg Monday, Wednesday, and Friday, every week for 90 days. This patient will pay \$75 for the 100 mcg 90 tablet script, plus \$29.50 for the 75 mcg 30 tablet script, for a total of \$104.50.

R<sub>x</sub>

Prescription:

-Synthroid 100 mcg  
1 tablet for 90 days

Signature: Dr. John Smith    Refill: 6

+

R<sub>x</sub>

Prescription:

-Synthroid 75 mcg  
1 tablet Mon, Wed, Fri  
for 90 days

Signature: Dr. John Smith    Refill: 6

→

Patient cost

\$75.00    for the 100 mcg  
90 tablets

+ \$29.50    for the 75 mcg  
30 tablets

\$104.50    Total patient cost

## What is the best way to manage a change in dosing?

There are three important actions that should be followed:

**UPDATE SCRIPT**

Send the updated prescription to the *Synthroid Delivers Program* via your EMR system and note that there has been a change in dosing. If the new dose is intended to replace the patient’s previous dose, please note this on the prescription to avoid pharmacy follow-up calls or multiple refills for the patient.

**PATIENT APPROVES CHANGE**

Once the dose change is initiated, the patient will be notified via email. The patient must approve the dosing change in the *Synthroid Delivers Program* portal under “orders,” or by responding to the email (regardless if they have auto-refill or not).

**PATIENT UPDATES ACCOUNT**

If the patient has auto-refill on their previous script, they must update their account via the online portal, or by calling **844-438-7968** to turn off auto-refill and cancel their previous prescription so that the correct medication dose strength is sent to them.

# Auto-refill

## What is the benefit of “auto-refill”?

When selected, the auto-refill feature allows patients to have their refills processed, billed, and shipped automatically rather than requiring manual steps

## How are refills processed?

**Patients using auto-refill** will be notified via email that their refill process has been initiated automatically to allow enough time for order processing and shipment. No action is required from the patient.

**Patients not using auto-refill** will receive a notification via email at 70% completed days of therapy prior to a patient’s current supply running out with a prompt to approve their refill by replying via email or within their pharmacy portal on [SynthroidDeliversProgram.com](https://www.synthroiddeliversprogram.com).

## Important Safety Information

### WARNING:

Thyroid hormones, including SYNTHROID, either alone or with other therapeutic agents, should not be used for the treatment of obesity or for weight loss. In euthyroid patients, doses within the range of daily hormonal requirements are ineffective for weight reduction. Larger doses may produce serious or even life-threatening manifestations of toxicity, particularly when given in association with sympathomimetic amines such as those used for their anorectic effects.

### CONTRAINDICATIONS

- SYNTHROID is contraindicated in patients with uncorrected adrenal insufficiency.

### WARNINGS AND PRECAUTIONS

- SYNTHROID has a narrow therapeutic index. Overtreatment or undertreatment with SYNTHROID may have negative effects on growth and development, cardiovascular function, bone metabolism, reproductive function, cognitive function, gastrointestinal function, and glucose and lipid metabolism in adult or pediatric patients. In pediatric patients with congenital and acquired hypothyroidism, undertreatment may adversely affect cognitive development and linear growth, and overtreatment is associated with craniosynostosis and acceleration of bone age. Titrate the dose of SYNTHROID carefully and monitor response to titration to avoid these effects.
- In the elderly and in patients with cardiovascular disease, SYNTHROID should be initiated at lower doses than those recommended in younger individuals or in patients without cardiac disease. If cardiac symptoms develop or worsen, the SYNTHROID dose should be reduced or withheld for one week and restarted at a lower dose.

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# Refill scenarios

“What are the reasons my patient’s refill may require an additional step?”

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AI-generated image.



### Does the patient have an active prescription on file?

If the patient does not have an active prescription on file or no remaining refills, the *Synthroid Delivers Program* will contact your office to obtain a new prescription. Patients are informed via email that their order will not process until a new prescription is received.



### Was there a change in the patient’s dose strength?

When a prescription for a new dose is received, the *Synthroid Delivers Program* must have patient approval on the dose change in order to process the order. Patients can simply reply via email to approve the change.



### Is the patient’s payment information up to date?

Patients are notified via email if their payment method fails or is expired. Payment information can be updated in the patient’s pharmacy portal or by calling **844-438-7968**. The order will not process until payment is updated.



### Did the patient’s frequency change? (For example, from 30-day to 90-day)

Patients must approve any change in frequency, as it affects the amount billed to the patient at one time. Patients are notified via email and asked to reply to provide approval. The order will not process until this approval is received.

### Important Safety Information (continued)

#### WARNINGS AND PRECAUTIONS (continued)

- Patients with coronary artery disease who are receiving SYNTHROID should be monitored closely during surgical procedures for cardiac arrhythmias. Monitor patients during concomitant administration of SYNTHROID and sympathomimetic agents for signs and symptoms of coronary insufficiency.
- Use of oral thyroid hormone is not recommended in myxedema coma. Products formulated for IV administration should be used to treat myxedema coma.
- Patients with adrenal insufficiency should be treated with replacement glucocorticoids prior to initiating treatment with SYNTHROID. Failure to do so may precipitate an acute adrenal crisis when thyroid hormone therapy is initiated.
- Addition of levothyroxine therapy in patients with diabetes mellitus may worsen glycemic control and result in increased antidiabetic agent or insulin requirements. Carefully monitor glycemic control after starting, changing, or discontinuing SYNTHROID.
- Increased bone resorption and decreased bone mineral density may occur as a result of levothyroxine over-replacement, particularly in postmenopausal women. To mitigate this risk, patients receiving SYNTHROID should be given the minimum dose necessary that achieves the desired response.

#### ADVERSE REACTIONS

- Adverse reactions associated with SYNTHROID therapy are primarily those of hyperthyroidism due to therapeutic overdosage.
- In pediatric patients receiving levothyroxine therapy, pseudotumor cerebri and slipped capital femoral epiphysis have been reported. Overtreatment may result in craniosynostosis in infants who have not undergone complete closure of the fontanelles, and in premature closure of the epiphyses in pediatric patients still experiencing growth with resultant compromised adult height.

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### Important Safety Information (continued)

#### DRUG INTERACTIONS

- Many drugs and some foods affect thyroid hormone pharmacokinetics and metabolism and may alter the therapeutic response to SYNTHROID. In addition, thyroid hormones and thyroid status have varied effects on the pharmacokinetics and actions of other drugs. Administer at least 4 hours before or after drugs that are known to interfere with absorption. Evaluate the need for dose adjustments when regularly administering within one hour of certain foods that may affect absorption. Prescribers should consult appropriate reference sources for additional information on drug or food interactions with SYNTHROID.

#### USE IN SPECIFIC POPULATIONS

- SYNTHROID should not be discontinued during pregnancy, and hypothyroidism diagnosed during pregnancy should be promptly treated. TSH levels may increase during pregnancy, so TSH should be monitored and SYNTHROID dose adjusted as needed.

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Synthroid®  
(levothyroxine sodium tablets, USP)

