



Bayer Abandoned Unit Program Frequently Asked Questions

What is considered a Bayer Abandoned Unit?

An "Abandoned Unit" is an unused and unopened Kyleena®, Mirena® or Skyla® shipped by the Specialty Pharmacy under the Specialty Pharmacy Program (SPP) with a prescription label that includes an individual patient's name. In order to be returnable, the Kyleena, Mirena or Skyla should be in its original packaging (ie, the box in which it was received). The original box must be sealed and must be abandoned for at least 60 days (2 months) from date of dispense but not greater than 210 days (7 months) from date of dispense.

How do I return an Abandoned Unit?

Follow these 6 steps

Step 1: Complete Bayer Abandoned Unit Program Return Form

Step 2: Fax the form to the Specialty Pharmacy for verification

Step 3: Wait for an email containing the authorization number and return mailing label from Qualanex, a third-party processor

Step 4: Confirm that the Specialty Pharmacy identification number matches the ID number that is listed on the Qualanex return authorization form

Step 5: Package the unit in one of the cardboard boxes that the Kyleena, Mirena or Skyla was initially shipped in or a large envelope

Step 6: Mail the unit

Can I send more than one Abandoned Unit back at the same time?

Yes, but each one must be in its own shipping box or mailing envelope with the corresponding forms. One form must accompany every returned Abandoned Unit and each must be shipped individually to ensure proper processing.

Can I return the unit to the Specialty Pharmacy?

No. Please do not send any units to the Specialty Pharmacy. You will be receiving a postage-paid return mailing label via email from Qualanex. This is the only address you should ship the Abandoned Unit to.

How do I package the returned unit?

If the Abandoned Unit is deemed returnable, you will receive a return authorization number and a postage-paid FedEx label. Be sure to place the unit in the original box that the unit was shipped in from the Specialty Pharmacy or suitable mailing envelope. Your Bayer Sales Consultant will provide your office with mailing envelopes if the original shipping box is not available.

Can I use my own envelope to return the Abandoned Unit?

Yes, just ensure you utilize the mailing label emailed to you from Qualanex and be sure to verify that the authorization number matches the Qualanex identification number.

Who should I contact if I need more envelopes?

Please contact your Bayer Sales Consultant.

What happens if I have opened the box containing the Abandoned Unit and removed the unit?

The Kyleena, Mirena or Skyla will be considered nonreturnable. Only units in their original packaging can be returned.

Can I fill out the Bayer Abandoned Unit Program Return Form online?

No, you will not be able to fill out the form online. You can obtain a printed copy from your Bayer Sales Consultant. The form must be filled out completely, signed by the HCP, and faxed to the Specialty Pharmacy.

Who will be sending me the return mailing label?

The email will be coming to you from Qualanex, a contracted third-party organization that we are working with.

What if I delete or misplace the email from Qualanex?

You can contact Qualanex directly at (800) 505-9291 Monday through Friday 8:00 AM - 5:00 PM ET.

You can also contact Qualanex via email at mfgreturns@qualanex.com.

What are the fax and phone numbers for sending the Bayer Abandoned Unit Program Return Form?

Specialty Pharmacy	Fax	Phone	Hours of Operation
CVS Specialty (In the Continental US)	(877) 552-3339	(888) 345-3083	7:30 AM - 9:00 PM ET
CVS Specialty (In Hawaii-Neighbor Islands)	(877) 232-5455	(800) 896-1464	8:00 AM - 6:00 PM HT
CVS Specialty (In Hawaii-Oahu)	(877) 232-5455	(808) 254-2727	8:00 AM - 6:00 PM HT
Walgreens Specialty Pharmacy*	(866) 292-9064	(888) 380-6188	8:00 AM - 8:00 PM ET
Duncan Specialty Pharmacy	(270) 247-6033	(270) 247-3725	7:30 AM - 5:15 PM ET
CenterWell Specialty Pharmacy**	(877) 405-7940	(800) 486-2668	8:00 AM - 8:00 PM ET
Prime Therapeutics Pharmacy	(866) 364-2673	(866) 554-2673	8:00 AM - 7:00 PM ET

*Includes Tricare East **Includes Tricare West



Bayer Abandoned Unit Program Return Form

An "Abandoned Unit" is an unused and unopened Kyleena®, Mirena® or Skyla® shipped by the Specialty Pharmacy under the Specialty Pharmacy Program (SPP) with a prescription label that includes an individual patient's name. The prescriber has not paid for this unit. In no case can a unit that was purchased by the prescriber (eg, purchase of a wholesale unit) be returned through this program. In order to be returnable, the product box for Kyleena, Mirena or Skyla must be sealed.

To initiate the return process for an Abandoned Unit of Kyleena, Mirena or Skyla, ALL of the fields in the form below must be completed legibly, and the form must be signed by the healthcare provider and submitted to the Specialty Pharmacy. A separate form must be completed for each Abandoned Unit. The Specialty Pharmacy will process the form and you will receive a determination from the Specialty Pharmacy. If the unit is deemed returnable, you will receive a Kyleena, Mirena or Skyla unit identification number from the Specialty Pharmacy via fax. Subsequently, you will receive an e-mail from Qualanex, a third-party processor, providing you with a return authorization number, a postage-paid FedEx label, and a Qualanex return authorization form. This label should be printed and attached to either a cardboard shipping box or mailing envelope containing the Abandoned Unit and the return authorization form from Qualanex. Please confirm that the Specialty Pharmacy identification number matches the ID number that is listed on the Qualanex return authorization form before returning the Abandoned Unit for processing. Each Kyleena, Mirena or Skyla unit must have the Specialty Pharmacy identification number AND a Qualanex return authorization number and can only be sent to Qualanex. DO NOT RETURN THE UNIT TO THE SPECIALTY PHARMACY.

By signing this form:

I understand that the Kyleena, Mirena or Skyla unit being returned: (i) can only be for the patient attributed below, (ii) must have the prescription label for that patient, (iii) must be unopened and the package uncompromised, (iv) has been on the shelf at least 60 days (2 months) from date of dispense but not greater than 210 days (7 months) from date of dispense, and (v) this form is complete and accurate.

Physician Signature: _____ Date: _____

Printed Name: _____

Prescriber Information

Last Name: _____ First Name: _____
DEA#: _____ NPI#: _____
Address 1: _____ Address 2: _____
City: _____ State: _____ Zip Code: _____
Office Contact: _____ E-mail: _____
Phone: _____ Fax: _____

Patient Information

Last Name: _____ First Name: _____
Address 1: _____ DOB: _____
City: _____ Address 2: _____
Phone: _____ State: _____ Zip Code: _____

Prescription Label Information

A separate form must be completed for each Abandoned Unit.

Prescription #: _____ Fill Date Shown on Prescription Label: _____
Pharmacy Name: _____ Address 1: _____
Address 2: _____

REMINDER: Kyleena, Mirena or Skyla units should not be requested unless both the patient and physician have made a decision to use Kyleena, Mirena or Skyla.

PLEASE CONTACT YOUR BAYER SALES CONSULTANT IF YOU HAVE ANY QUESTIONS

Specialty Pharmacy DETERMINATION OF KYLEENA, MIRENA OR SKYLA UNIT (prescriber office does not complete this section)

Kyleena, Mirena or Skyla Identification #: _____

- ☐ The above unit has been identified and can be returned. Qualanex, a third-party processor will e-mail you a return authorization number and a postage-paid FedEx label. Make sure that the above Specialty Pharmacy identification number matches the identification number on the Qualanex paperwork.
- ☐ The above unit does not meet the requirements to be returned: the unit has been purchased by the HCP, the package is compromised, form is incomplete or inaccurate, is less than 60 days (2 months) from date of dispense, is greater than 210 days (7 months) from date of dispense.

