



## Reimbursement Assistance for Oncologists, Staff and Patients

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# Reimbursement Assistance For Oncologists, Staff And Patients

As a service to our readers, *Oncology Issues* publishes a listing of current reimbursement assistance programs once a year. The programs at the following companies were developed for physicians and their office staffs and, in some cases, patients.

## PHARMACEUTICALS

### Baxter Hyland Division

*Gammagard® Immune Globulin  
Intravenous (Human)  
Reimbursement Hotline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)548-IGIV. In Washington, DC,  
metropolitan area call (202)637-6696

Part of a reimbursement support program for Gammagard® IGIV. Responds to coverage, reimbursement and claims questions from providers using Gammagard® IGIV for primary immune deficiency, ITP and for the prevention of bacterial infections in patients with B-cell chronic lymphocytic leukemia. Billing guides for physician's offices and hospital outpatient departments provide information on claims codes, letters of medical necessity and other vital reimbursement information.

### Bristol-Myers Oncology Division Reimbursement Assistance Program (RAP)™

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)872-8718

Reimbursement specialists are available between the hours of 9 a.m. and 5 p.m., EST; a message will be taken at other times. Provides information on insurance coverage and assistance in claims submission, appeal, and prior authorization. Assistance available for all Bristol Laboratories Oncology Products and Mead Johnson Oncology Products. RAP™ may be accessed free of charge by physicians and office staff members.

### Fujisawa

*GANITE™ (gallium nitrate injection)  
Reimbursement Hotline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)336-6323

Reimbursement specialists are available to answer questions concerning coverage and reimbursement issues associated with GANITE™. GANITE™ is indicated for the treatment of cancer-related hypercalcemia, the most life-threatening metabolic complication of cancer. In addition, the GANITE™ Hotline provides a means for claims troubleshooting for providers across the country.

### Glaxo Pharmaceuticals

*Zofran® (ondansetron) Reimbursement  
Hotline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)745-2967

Zofran®, a breakthrough antiemetic for chemotherapy patients, was launched in early 1991. The Zofran® Hotline was established to help providers cope with insurance-related delays associated with the approval of this new drug. The hotline provides physicians' offices and hospitals with information on coverage, coding, and reimbursement. Troubleshooting and assistance with claims appeals is also available through the hotline.

### ICI Pharma

Business Unit of ICI Pharmaceutical Group  
*Zoladex® (goserelin acetate)*

*Reimbursement Hotline*  
Monday-Friday, 9 a.m.-5 p.m., EST  
(800)767-4424

Zoladex® is indicated for the treatment of advanced prostate cancer. The Zoladex® Hotline provides a resource for ICI's customers to obtain information on product and procedure coding, and product coverage and reimbursement. Assistance with problem claims and claims appeals is also available through the hotline. A Physician Office Guide is available that provides an overview of coverage and reimbursement for Zoladex®; diagnosis, procedure, and

office visit codes; payer policies; sample claim forms; and prescribing information. A product monograph is also available that provides an explanation of the therapeutic and safety issues surrounding Zoladex®.

### Lederle Laboratories

*Novaline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)552-8712. In Virginia, call collect:  
(703)391-7821

A reimbursement support program for mitoxantrone HCL (Novantrone®). Third-party billing information, including carrier coverage and claim form completion guidelines, procedure coding information, and CPT code information. Assistance with reimbursement problems, including identifying informational requirements of individual carriers, clarifying specific policies' reimbursement limitations, facilitating prior authorization requests, identifying reasons for claim rejections, and assisting with appeals of denied claims.

### Roche Laboratories

*Oncoline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)443-6676

Reimbursement support program, biomedical literature searches, and access to databases of the National Cancer Institute (MEDLINE, PDQ, CANCERLIT).

### Cost Assistance Program

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)227-7448

The Cost Assistance Program (CAP) will reimburse patients and third-party payors costs that have been expended for the purchase or reimbursement of Roferon®-A (Interferon Alpha-2a) over an annual total amount of \$9,800. Eligible parties must provide accurate records and documentation of all expenditures.

### Schering Laboratories

*Interactive Reimbursement Information  
Service (IRIS)*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)521-7157

Reimbursement assistance, including documentation that the use of Interferon conforms with acceptable medical practice, as well as information about a particular insurance carrier's reimbursement policies for various treatment indications. Now, in addition to providing information services, IRIS has been extended to include the Schering Patient Assistance Program—a program that helps to limit the cost of Intron® A for those patients whose expenditures exceed \$9,800 a year.

*International Communications Network (ICON)*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)4-INTRON

A computerized information resource on Interferon, Colony Stimulating Factors, and Flutamide that is available only through Schering. ICON consolidates data from an array of scientific sources (published papers, meeting and symposia abstracts, scientific reviews and editorials) into one central database. ICON contains information on the different interferons dating from 1980, on colony stimulating factors from 1987, and on Flutamide since 1972.

**TAP Pharmaceuticals Inc.**

*Reimbursement Hotline*

Monday-Friday, 8:15 a.m.-5 p.m., CST  
(800)621-1020, x5730

A reimbursement information line for Lupron Depot. Practical help to speed Medicare reimbursement. Information on CPT codes, national and local carrier HCPCS codes, information on payment policies and proper filing of insurance claims, assistance with reimbursement problems. The service is available to both health care professionals and patients.

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## BIOLOGICALS

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**Amgen Inc.**

*Amgen Reimbursement Hotline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)272-9376. In Washington, DC, metropolitan area call (202)637-6698

The Amgen Reimbursement Hotline is a free information resource available to all people who use or administer Amgen products. The Hotline provides

information regarding reimbursement policies, billing procedures and codes, and claims appeals for NEUPOGEN® (Filgrastim), also known as granulocyte colony stimulating factor, and EPOGEN® (Epoetin Alfa) also known as erythropoietin. The Hotline's reimbursement specialists maintain a database of insurer billing information and are available to provide you with current information on NEUPOGEN® and EPOGEN® reimbursement. The Hotline also provides information about Amgen's Safety Net<sup>SM</sup> Programs, designed to provide Amgen products free of charge to medically needy patients with no insurance or with limited financial resources.

**Genentech, Inc.**

*Genentech Reimbursement Information Program (GRIP)*

Monday-Friday, 9 a.m.-5 p.m., PST  
(800)TRY-GRIP

Genentech offers a wide range of reimbursement support services for Actimmune® (Interferon gamma-1b), Activase®, a tissue plasminogen activator (TPA), and Protropin®, a growth hormone. Reimbursement specialists are available to respond to coverage and reimbursement questions and to offer insurance pre-qualification services, claims filing assistance, including procedure and CPT-4 coding information, appeals support services, and biomedical literature searches. Information regarding compassionate care programs established to provide medically-indicated products to patients who are uninsured and have limited financial resources is also provided. Reimbursement specialists are available 9:00 a.m. through 5:00 p.m. (PST). Calls placed after business hours will be returned the next business day.

**Hoechst-Roussel Pharmaceuticals Inc.**

*Hoechst Reimbursement Information Service*

Monday-Friday, 8 a.m.-5 p.m., PST  
(800)PROKINE

Support and assistance to patients and providers in obtaining Prokine<sup>TM</sup> reimbursement. Reimbursement specialists are available to reduce uncertainty regarding reimbursement for Prokine<sup>TM</sup> therapy; to report insurance payment and denial patterns; to provide assistance in claim

applications, the completeness, appropriateness and quality of claim documentation, the appropriate use of drug and diagnosis codes, and policy guidelines and limitations; and to provide follow up with payors to determine case disposition and to minimize avoidable claim delays or denials.

**Immunex Corporation**

*Reimbursement Hotline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)321-4669

A reimbursement support program for Leukine<sup>TM</sup>.

**Organon**

*TICE<sup>TM</sup> BCG (bacillus calmette-guerin)*

*Reimbursement Hotline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)234-8423

Originally available as a vaccine, TICE<sup>TM</sup> BCG has received the indication for the treatment of urinary bladder cancer. The TICE<sup>TM</sup> BCG Hotline can be used as a resource to help educate physicians and payers about this new indication. Product and procedure coding information, as well as claims assistance, is available to Organon's physician customers.

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## INFUSION PUMPS

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**Ivion Corporation**

*Reimbursement Assistance*

Monday-Friday, 9 a.m.-5 p.m., CST.  
(800)624-8466

Reimbursement assistance and support materials for the IntelliJect® multi-channel, programmable ambulatory infusion pump.

**Medtronic, Inc.**

*Comprehensive Reimbursement Assistance*

Monday-Friday, 8 a.m.-5 p.m., CST  
(800)328-0810

Prior authorization service for infusion pump implants. CPT coding/billing assistance. DRG grouping assistance and reimbursement levels by geographic location. Other services include cost effectiveness data and assistance with Medicare appeal process. Full service reimbursement assistance.



**Pharmacia Deltec Inc.***Reimbursement Services*

Monday-Friday, 9 a.m.-5 p.m., CST  
(800)433-5832

Reimbursement assistance for customers. Prevailing Medicare reimbursement by locality; CPT coding and billing; guidelines for Medicare, Medicaid, Blue Cross and Blue Shield plans, and other major payors; liaison with insurers regarding your specific issues; "hands-on" evaluation of your reimbursement needs; billing seminars for branch offices, clinics, and professional associations. Your Pharmacia Deltec representative will arrange a consultation with a reimbursement specialist.

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## MISCELLANEOUS

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**Comprehensive Reimbursement Consultants, Inc.***Computerized System to Aid Reimbursement*

Monday-Friday, 9 a.m.-5 p.m., CST  
(800)326-6788

Reimbursement consulting and hard copy reports on billing codes and reimbursement rates for medical products, procedures, and drugs. A comprehensive database has been developed and is available on a state-by-state basis. Customized services and reports are available to physicians and industry.

**Health Technology Associates, Inc.***Medical Technology Hotlines Division*

Monday-Friday, 8:30 a.m.-5:30 p.m., EST  
(202)637-6899

Medical Technology Hotlines offers innovative customer assistance programs to

enhance the reimbursement success of pharmaceutical and biotechnology products. Specifically, the programs help product users and the manufacturer's sales force understand and address reimbursement policies and problems. Services range from reimbursement hotlines, product billing guides, and sales force training to customized databases of insurance claims experience. Medical Technology Hotlines also designs and operates indigent care programs sponsored by manufacturers to provide free products to uninsured and medically indigent patients who meet program criteria.

**ISG Technologies***ISG Allegro® Reimbursement Hotline*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)659-4474

3-D imaging of CT and MR data is rapidly becoming the imaging standard for many diagnostic procedures. The technology itself, however, is still fairly new and therefore, providers are still establishing coverage, coding, and reimbursement policies. ISG Technologies, manufacturer of the Allegro® 3-D imaging workstation, established the Allegro® Reimbursement Hotline to communicate these changes to their customers.

**State and Federal Associates, Inc. (S&FA)***Reimbursement Hotlines®/Patient Assistance Programs<sup>SM</sup>*

(703)739-0200

With more than a dozen hotlines in operation, S&FA provides insurance information and assistance for pharmaceuticals and medical devices, and manages free-goods programs for uninsured patients. Our goal is to improve coverage and reimbursement for these therapies by facilitating communication between

patients, physicians, and payers regarding insurance issues. Through individual claims assistance, payer education, and payer advocacy, S&FA works to ensure that covered treatments are appropriately reimbursed and those that are not covered receive full consideration by the insurer.

**Technology Assessment Group, Inc. (TAG)***Reimbursement Assessment Division*

Monday-Friday, 8:00 a.m.-5:00 p.m., PST  
(415)495-8966

TAG offers full reimbursement analysis, planning and support services. Programs include reimbursement assessments and audits, claims code assignment, and design and development of 800 "hotlines" for providers and patients. A unique feature of TAG's reimbursement division is the Management Information System, a comprehensive, product-specific database designed to track and monitor claims reimbursement and payor activity by group, region, and indication. TAG also conducts economic and quality-of-life product analyses. Clients include pharmaceutical, biotechnology, and managed care organizations.

**Winthrop Pharmaceuticals***Winthrop Reimbursement Information Service*

Monday-Friday, 9 a.m.-5 p.m., EST  
(800)767-6664

The Winthrop Hotline assists customers to properly file claims and identifies insurers not covering the additional costs of newer radiographic contrast media. Coding information, including local codes, is also available to ensure rapid claims filing and maximum reimbursement, when reimbursement is available. ■

## The Challenge of Life After Cancer

This new resource book for cancer survivors by Susan Nessim, who had cancer in her late teens and founded the support group, Cancervive, is based on her experiences and the advice of experts in the cancer field. She discusses such issues as the patient-physician relationship, strategies for adapting to life after cancer, planning for the future, relationships with family and friends, insurance obstacles and resources for insurance information, how to deal with work place discrimination, the long-term effects of treatment, and many other timely concerns.

*The Challenge of Life After Cancer* is available from Houghton Mifflin Company, 2 Park St., Boston, MA 02108 at a cost of \$18.95 for the cloth-bound book.