



Oncology-Related Reimbursement 'Hotline' Services

To cite this article: (1992) Oncology-Related Reimbursement 'Hotline' Services, *Oncology Issues*, 7:3, 17-19, DOI: [10.1080/10463356.1992.11905066](https://doi.org/10.1080/10463356.1992.11905066)

To link to this article: <https://doi.org/10.1080/10463356.1992.11905066>



Published online: 19 Oct 2017.



Submit your article to this journal [↗](#)



Article views: 2



View related articles [↗](#)

Oncology-Related Reimbursement 'Hotline' Services

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

P HARMACEUTICALS & BIOLOGICALS

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

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.

Berlex Inc.

FLUDARA® (fludarabine phosphate) FOR INJECTION Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., EST
(800)473-5832

FLUDARA® FOR INJECTION is an IV drug indicated for the treatment of B-cell chronic lymphocytic leukemia. The FLUDARA® FOR INJECTION Reimbursement Hotline was established to assist health care professionals with information on reimbursement for the drug, billing guidelines and claims assistance. The Hotline may be used for troubleshooting claims and is provided free of charge. Berlex also established the FLUDARA® FOR INJECTION Patient Assistance Program to provide FLUDARA® FOR INJECTION to indigent patients.

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.

Cerenex Pharmaceuticals

A Division of 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® Reimbursement Hotline was established to assist providers with billing for the drug. The Hotline provides physicians' offices and hospitals with up-to-date information on coverage, coding, and reimbursement for Zofran®. Assistance with problem claims is also available.

Cetus Oncology Corporation

A Chiron Business Proleukin® (aldesleukin) Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., EST or
leave a message after hours
(800)775-7533

Proleukin®, a recombinant interleukin-2 (rIL-2), was approved in 1992 for the treatment of metastatic renal cell carcinoma. As part of a comprehensive reimbursement assistance program, the Proleukin® (aldesleukin) Reimbursement Hotline has been established to help minimize claims-processing delays by assisting in claims forms completion and providing necessary documentation. Additionally, accurate and timely information about coding, prior authorization procedures, patient coverage status, patient reimbursement status, and reimbursement amounts and limitations will be provided. Hotline reimbursement consultants will also determine the status of and reasons for denied claims and assist with appeals for denied claims.

Ciba-Geigy Oncology Products Division

Aredia™ Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., EST
(800)835-CIBA (835-2422). In
Washington, DC, call (202)637-6892

Aredia™ is indicated for moderate or severe hypercalcemia of malignancy with or without bone metastases in conjunction with adequate hydration. The Aredia™ Reimbursement Hotline is a toll-free service that provides information to help health care providers prepare medical claims and to answer questions regarding insurance coverage, reimbursement, and coding for Aredia™ (pamidronate disodium for injection). The hotline's reimbursement specialist can provide information on proper filing of insurance claims, review and clarify all insurer payment policies, identify insurer codes, explain reimbursement limitations, and assist with reimbursement problems.

Fujisawa

GANITE™ (gallium nitrate injection) Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., EST
(800)366-6323

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.

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, and appeals support services. 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 (HRIS)

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

HRIS provides a network of support for physicians, pharmacists, nurses, and patients, concerned with the reimbursement of Prokine™ (sargramostim/GM-CSF). A staff of experienced reimbursement analysts will furnish information and assistance regarding preauthorization, claim filing, and appeal procedures. HRIS will, at the provider's request, contact the payor to determine coverage and claim status. A comprehensive database is maintained and is designed to track claims outcomes. HRIS also administers the Hoechst Indigent and Uninsured Program (HIUP).

ICI Pharma

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

Reimbursement Hotline

Monday-Friday, 8:30 a.m.-4:30 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®.

Immunex Corporation

Immunex Reimbursement Hotline

Monday-Friday, 8:30 a.m.-8:30 p.m., EST
(800)321-4669

The Immunex Reimbursement Hotline is staffed every business day by reimbursement specialists trained to provide information on insurance coverage, and to offer assistance in all stages of the insurance claims process (e.g., prior authorization, electronic and manual claims submittal) on behalf of Immunex products. The Hotline's payor database facilitates timely, efficient claims preparation and submittal. Calls

placed after business hours are answered the next business day. The dedicated FAX line, available around the clock, is 703-715-0618.

The Immunex Reimbursement Hotline services are available free of charge to all health care professionals.

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.

Organon

TICER BCG (bacillus calmette-guerin) Reimbursement Hotline

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

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

Ortho Biotech Inc.

PROCRIline™

Monday-Friday, 9 a.m.-5 p.m., EST
(800)553-3581

Hotline staffed by insurance specialists who provide reimbursement counsel, assistance in claims submissions and appeals, free carrier intervention services, "letters of medical necessity," etc., regarding all qualified nondialysis patients undergoing therapy with the anti-anemia product PROCRI® (Epoetin alfa), a recombinant human erythropoietin.

PROCRIline™ also provides information about qualifying for and enrolling in the following financial support programs offered by ORTHO BIOTECH:

- **Financial Assistant Program (FAP)** provides PROCRI® free of charge to qualified nondialysis patients who meet specific medical criteria yet lack financial resources and third party insurance.
- **Cost Sharing Program** provides direct reimbursement to insurers and healthcare providers once a cap of \$8,500 has been exceeded on the qualified nondialysis use of PROCRI® during a calendar or contractual year. Eligible parties include Medicare, Medicaid, insurance companies, health maintenance organizations, hospitals, physicians, home health care agencies and self-insured

employers and unions.

- **Reimbursement Assurance Program (RAP)** to provide free PROCRI® to physician offices in amounts equal to that which a patient already received while awaiting a reimbursement decision. ORTHO BIOTECH first works with physicians and patients to explore all reimbursement options on a patient's behalf. Qualified nondialysis patients who are denied reimbursement are considered for enrollment in the company's FAP service for uninsured patients.

Parke-Davis

Nipent™ Reimbursement Information Network (NRIN)

Monday-Friday, 8 a.m.-5 p.m., PST
(800)333-NIPENT

NRIN provides information for physicians, nurses, pharmacists, and patients concerned with coverage and reimbursement for NIPENT™ (pentostatin for injection). NRIN service is a multi-faceted program available at no charge to the calling party. The NRIN service is staffed by reimbursement specialists with current experience in the field of medical oncology, insurance reimbursement, and regulatory issues. The specialists' combined expertise covers such areas as case management, patient accounting, claims/benefit application and analysis, revenue tracking and claims appeal procedures, Medicare/Medicaid reimbursement, and patient/provider/payor liaison activities, and maintenance of a database of claims/payor outcomes.

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.

Sandoz Pharmaceuticals Corporation

SANDOSTATIN® (octreotide acetate)

Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., EST
(800)772-7556. In Washington, DC, call
(202)508-6570

Reimbursement specialists will provide information about SANDOSTATIN® (octreotide acetate) coverage by various insurers. Specific information about SANDOSTATIN® coverage criteria, insurer codes, reimbursement limitations, and denied claim appeal strategies will be provided. In addition, SANDOSTATIN billing and patient reimbursement guides are available from the hotline.

REIMBURSEMENT

Schering Sales Corporation

Schering's Commitment To CareSM

Monday-Friday, 8:30 a.m.-8 p.m., EST
(800)521-7157

Reimbursement Service

The reimbursement service is a core part of SCHERING'S COMMITMENT TO CARESM, in which dedicated specialists provide assistance to physicians, nurses, office managers, pharmacists, and patients with insurance reimbursement, such as; information on billing and guidelines for specific insurance carriers, answers to complex reimbursement questions, one-on-one help with claims filing and preauthorization requests, third-party contact during claims review, third-party support in challenging claim denials and alternative sources for reimbursement.

Reimbursement specialists can also determine patient eligibility for one of three additional plans established to provide drug or financial assistance.

Drug Information Service

Schering's Drug Information Service is a central, computerized service available free of charge to health professionals. It provides medical information about interferons and flutamide.

This specialized service collects data from international and national sources including published literature, symposia, meeting abstracts, scientific reviews, editorials, and protocols to provide you with customized information reports. You can have access to literature searches, information on indicated uses for drugs and information about new medical uses of biologic therapy.

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.

INFUSION PUMPS

Ivion Corporation

(A wholly-owned subsidiary of Medex, Inc.)

Reimbursement Assistance

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

Reimbursement assistance and support materials are available for the Medex Ambulatory Product line, including IntelliJect[®] multi-channel ambulatory infusion system, Medfusion Walkmed[™] ambulatory pumps, and associated disposables.

Medtronic, Inc.

Comprehensive Reimbursement

Assistance Mon.-Fri., 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

Pharmacia Deltec provides reimbursement assistance for customers; Medicare reimbursement by locality; CPT coding and billing; guidelines for Medicare, Medicaid, Blue Cross and Blue Shield plans, and other major payers; liaison with insurers regarding reimbursement issues; legislative lobbying for oncology reimbursement; financial models for growth partnering; billing seminars for branch offices and professional associations. Your Pharmacia Deltec representative will arrange a consultation with a reimbursement specialist.

MISCELLANEOUS

Comprehensive Reimbursement Consultants, Inc.

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

CRC provides reimbursement consulting services to pharmaceutical, biotechnology, and medical product clients designed to support the delivery of oncology products and professional services in today's resource conscious health care system.

Health Technology Associates, Inc. (HTA)

Medical Technology Hotlines Division

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

HTA is a full service reimbursement planning and strategy firm with an entire division devoted to offering reimbursement hotlines, indigent patient programs, and other promotional programs on behalf of pharmaceutical, biotechnology, and medical device companies. HTA's Medical Technology Hotlines Division has successfully designed and administered over 25 reimbursement promotional programs. Many of these programs are for leading oncology diagnostic and therapeutic products. The programs help customers obtain insurance reimbursement for products and demonstrate the manufacturer's commitment to insurance payment for its products. Reimbursement promotional programs also help educate and support the sales force. Programs offer a variety of services including toll-free hotlines, customized billing guides, sales training seminars, reimbursement presentations to customers, databases of insurance payment policies and others. HTA also designs and administers indigent patient programs sponsored by pharmaceutical and biotechnology companies to provide free products to uninsured and underinsured patients.

Sanofi Winthrop Pharmaceuticals

OMNISM Reimbursement Information

Program

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

The OMNISM Reimbursement Information Program is a comprehensive hotline service which ensures maximum reimbursement and rapid claims filing for Omnipaque[®] (iohexol) and associated products and procedures. The Sanofi Winthrop program provides answers to claim-specific questions, assists with resubmissions and appeals, and provides consultation on hospital-wide analysis.

State and Federal Associates, Inc. (S&FA)

Reimbursement Hotlines[®]/Patient

Assistance ProgramsSM

(703)739-0200

With twenty 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 a.m.-5 p.m., PST
(415)495-8966

TAG offers full reimbursement analysis, planning, and support services for the pharmaceutical/biotechnology industry. Programs include reimbursement assessment and strategy, payor surveys and liaison, market-launch mailings, and development of 800 "hotlines" for providers and patients, as well as ongoing sales training programs. TAG maintains a product- or device-specific database designed to track and monitor reimbursement activity for customized report generation. TAG also conducts economic and quality-of-life product analysis. ■