



## Reimbursement Hotlines

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

### PHARMACEUTICALS & 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® (Filgrastim), also known as granulocyte colony stimulating factor. The Hotline provides information regarding reimbursement policies, billing procedures and codes, and claims appeals for all medically appropriate uses of NEUPOGEN®. 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 indigent patients who are uninsured or underinsured, or who have limited financial resources. In addition, the Hotline maintains a database of alternate sources of state or county-based funding that are available to indigent patients. The Hotline will refer appropriate patients to these additional funding sources.

#### 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 Squibb Company TAXOL® Reimbursement Assistance Program

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

This program was established on December 29, 1992, the day the U.S. Food and Drug Administration cleared TAXOL® (paclitaxel) for use in treatment of ovarian cancer patients whose first-line or subsequent chemotherapy has failed. The Helpline is staffed by trained reimbursement specialists who will provide information on third-party coverage guidelines; claims requirements of individual third-party payers; limitations of specific policies; drug and procedures coding; and names and addresses of carriers and insurers. The Helpline offers assistance in providing details on submitting claim forms; identifying reasons for rejections; providing guidelines and literature for claims resubmission; facilitating prior authorization requests; and contacting insurers, when appropriate, in the process of claims adjudication. Use of the TAXOL® Reimbursement Assistance Program is free of charge, and there is no limit to the number of times a physician may use the program. The program is designed for use by physicians in the U.S.

#### Burroughs Wellcome Company Wellcome Oncology Reimbursement Hotline

Monday–Friday, 9 a.m.–5 p.m., EST (800) 423-6869

The Hotline is available to answer questions related to coverage and reimbursement of all Wellcome Oncology products. Reimbursement specialists will assist callers with claims submissions, appeals, and prior authorization.

The Hotline serves clinicians, office staff, and patients.

#### Patient Assistance Program for Oncology Products

Monday–Friday, 9 a.m.–9 p.m., EST (800) 722-9294

The Burroughs Wellcome Co. Patient Assistance Program for Oncology Products is designed to provide financially disadvantaged individuals rapid access to any Burroughs Wellcome prescription medicine at no cost. Patients who cannot afford therapy and who are uninsured, do not qualify for publicly funded medication assistance programs, or are in the process of applying for such programs are potential candidates. To learn more or initiate a request, physicians may call the toll-free number.

#### 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, 8 a.m.–5 p.m., PST 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.

*(list is continued on next page)*

## REIMBURSEMENT HOTLINES

### 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.

### 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.

### IMMUNEX Corporation

#### Immunex Reimbursement Hotline

Monday–Friday, 8:30 a.m.–5 p.m., EST (800) 321-4669

The Immunex Reimbursement Hotline offers third-party billing information for LEUKINE® (sargramostim), NOVANTRONE® (mitoxantrone HCL), LEUCOVORIN CALCIUM, HYDREA® (hydroxyurea), METHOTREXATE SODIUM Parenteral, and THIOTEPA Parenteral. Trained reimbursement specialists provide assistance with all stages of the reimbursement process to identify informational requirements of individual insurers, facilitate prior authorization requests, and assist with appeal of denied claims.

The Hotline also provides one-on-one help with claims filing guidelines, including CPT-4 and HCPCS coding. A dedicated fax machine is available 24 hours at 1-800-944-3184. The Immunex® Reimbursement Hotline services are available free of charge to all health care professionals.

### Knoll Pharmaceutical Company

#### OncoScint® CR/OV

#### Reimbursement Hotline

Monday–Friday, 9 a.m.–5 p.m., EST (800) 282-5656 or (202) 508-6572 in the Washington, D.C., Metro Area

Reimbursement specialists are available to assist physicians and institutions with billing, coding, and reimbursement questions pertaining to public payers and private insurers. OncoScint® CR/OV is a monoclonal antibody-based imaging agent used by nuclear medicine. It is used to assist in the detection of extrahepatic malignant disease in patients with known colorectal or ovarian cancer. A billing guide is available through the hotline.

### Lederle Oncology

#### Lederle Oncology

#### Reimbursement Service

Monday–Friday, 8:30 a.m.–5 p.m., EST (800) 321-4669

Lederle Oncology and IMMUNEX Corporation have merged to form one company. The new entity will be known as IMMUNEX Corporation. To best serve its customers, Hotline services have also been merged. The Immunex Reimbursement Hotline now offers third-party billing information for NOVANTRONE® (mitoxantrone HCL), LEUCOVORIN CALCIUM, HYDREA® (hydroxyurea), METHOTREXATE SODIUM Parenteral, THIOTEPA Parenteral, and LEUKINE® (sargramostim). Trained reimbursement specialists provide assistance with all stages of the reimbursement process to identify informational requirements of individual insurers, facilitate prior authorization requests, and assist with appeal of denied claims. The Hotline also provides one-on-one help with claims filing guidelines, including CPT-4 and HCPCS coding. A dedicated fax machine is available 24 hours at 1-800-944-3184. The Immunex Reimbursement Hotline services are available free of charge to all health care professionals.

### Organon

#### TICE BCG (bacillus calmette-guerin) Reimbursement Hotline

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

Originally available as a vaccine, TICE BCG has received the indication for the treatment of urinary bladder cancer. 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

The Hotline is 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 health-care 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™ (pento-statin 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.

#### **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.

### **Sanofi Winthrop Pharmaceuticals**

#### **OMNI<sup>SM</sup> Reimbursement Information Program**

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

The OMNI<sup>SM</sup> Reimbursement Information Program is a comprehensive hotline service which ensures maximum reimbursement and rapid claims filing for Omnipaque® (iohexol), Omniscan™ (gadodiamide), 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.

### **Schering Sales Corporation**

#### **Schering's Commitment To Care<sup>SM</sup>**

Monday–Friday, 8:30 a.m.–6 p.m., EST  
(800) 521-7157

#### **Reimbursement Service**

The reimbursement service is a core part of SCHERING'S COMMITMENT TO CARE<sup>SM</sup>, 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, 8:30 a.m.–4:30 p.m.,  
CST (800) 453-8438

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.

### **Zenaca Pharmaceuticals**

#### **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 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®.

## **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. ■