



Reimbursement Hotlines

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

PHARMACEUTICALS & BIOLOGICALS

ALZA Pharmaceuticals

Ethyol® (amifostine) Reimbursement Assistance Program

Monday-Friday, 9 a.m.-5 p.m., CST
(800) 609-1083

ALZA Pharmaceuticals, in cooperation with U.S. Bioscience, has established the Ethyol® (amifostine) Reimbursement Assistance Program to provide coverage, coding, and payment information to health care professionals for Ethyol®. Ethyol® is indicated to reduce the cumulative renal toxicity associated with repeated administration of cisplatin in patients with advanced ovarian cancer or non-small cell lung cancer. Program specialists will also provide assistance with claim denials and payer advocacy upon request.

Amgen Inc.

Amgen Reimbursement Hotline

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

The Amgen Reimbursement Hotline is a free information resource available to those who use or administer NEUPOGEN® (filgrastim), also known as granulocyte colony stimulating factor. The hotline provides information on reimbursement policies, billing procedures and codes, and claims appeals for medically appropriate uses of NEUPOGEN®. Reimbursement specialists maintain a database of insurer billing information and provide information on NEUPOGEN® reimbursement.

The hotline provides information about Amgen's Safety Net® Program, which provides NEUPOGEN® free of charge to indigent patients who are under- or uninsured, or have limited financial resources. The hotline refers indigent patients to appropriate available state or county-based funding.

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 assists health care professionals with drug reimbursement information, 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 Oncology/Immunology

Reimbursement Assistance Program (RAP™)

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

The service is designed to assist callers from the medical community with reimbursement issues surrounding all Bristol-Myers Squibb Oncology and Immunology products. The hotline is staffed by trained reimbursement specialists who will provide information on third-party coverage guidelines, claim requirements of individual third-party payers, limitations of specific policies, drug and procedures coding, and names and addresses of third-party payers. The hotline offers assistance in providing details on claim form submission, identifying reasons for claim rejection, providing guidelines

and literature for claim appeals, facilitating prior authorization requests, and contacting insurers when appropriate in the process of claim submission. The use of the RAP hotline is free of charge and there is no limit to the number of times a provider may use the program. The hotline is designed for providers in the United States.

Chiron Therapeutics

Aredia™ Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., EST
(800) 939-4242. In Washington, D.C., metropolitan area, call (202) 942-2453

Aredia® (pamidronate disodium for injection) is indicated for moderate or severe hypercalcemia of malignancy and for Paget's disease. The Aredia® Reimbursement Hotline provides health care providers with information to prepare medical claims and to address insurance coverage questions, reimbursement, and coding for Aredia®. The hotline's reimbursement specialists can review and clarify all insurer payment policies, identify correct billing codes, explain reimbursement limitations, and assist with reimbursement difficulties.

Proleukin® Reimbursement Hotline

Monday-Friday, 8 a.m.-5 p.m., PST
or leave a message after hours at
(800) 775-7533.

Proleukin® (aldesleukin for injection), a recombinant interleukin-2 (rIL-2), is approved for metastatic renal cell carcinoma. The Proleukin® Reimbursement Hotline helps to minimize claims-processing delays. Reimbursement specialists provide information about coding, prior authorization procedures, patient coverage status, and reimbursement amounts and limitations. They can also determine the status of and reasons for denied claims and assist with filing appeals for denied claims.

Cytogen Corporation

Cytogen Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., EST
(800) 282-5656 or (202) 508-6572 in

the Washington, D.C., metropolitan 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 to detect extrahepatic malignant disease in patients with known colorectal or ovarian cancer. A billing guide is available.

Genentech, Inc.

Genentech Reimbursement Hotline
Monday-Friday, 8 a.m.-5 p.m., PST
(800) 530-3083

Reimbursement specialists provide information, counseling, and even hands-on assistance for problems with reimbursement for Genentech products: Actimmune® (Interferon gamma-1b), Activase® (Alteplase, recombinant), Nutropin® (somatropin [rDNA origin] for injection), Protropin® (somatrem for injection), and Pulmozyme® (dornase alfa).

Information regarding Genentech programs, established to provide medically indicated products to patients who are uninsured and have limited financial resources, is also provided.

Glaxo Wellcome, Inc.

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

The hotline serves clinicians, office staff, and patients and answers questions related to coverage and reimbursement of all Glaxo Wellcome Oncology products. Reimbursement specialists assist with claims submissions, appeals, and prior authorizations for any of the following products: Navelbine® (vinorelbine tartrate), Alkeran® (melphalan), Leukeran® (chlorambucil), Myleran® (busulfan), Purinethol® (mercaptopurine), Tabloid® (thioguanine), and Wellcovirin® (leucovorin calcium).

Patient Assistance Program for Oncology Products

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

The Glaxo Wellcome Patient Assistance Program for Oncology Products is designed to provide financially disadvantaged individuals rapid access to any Glaxo Wellcome prescription medicine at no cost. Potential candidates are those patients who cannot afford therapy and are uninsured, and who do not qualify for

publicly funded medication assistance programs or are in the process of applying for such programs.

Glaxo Wellcome Oncology Clinical Trial Access Program

Monday-Friday, 9 a.m.-5 p.m., EST
1-800-270-0425

The program assists physicians in referring patients to clinical trials of Navelbine and Glaxo Wellcome investigational oncology agents. Physicians will be sent a list of trial sites and investigators pertaining to their patient's tumor types and geographical location.

Zofran® (ondansetron) Reimbursement Hotline

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

The Zofran® Reimbursement Hotline was established to assist providers with billing for Zofran®, a breakthrough antiemetic for chemotherapy patients. The hotline provides physicians and hospitals with information on coverage, coding, and reimbursement for Zofran®. Assistance with problem claims is also available.

IMMUNEX® Corporation

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

The Immunex Reimbursement Hotline offers third-party billing information for LEUKINE® (Sargramostim), NOVANTRONE®, (mitoxantrone HCL), and THIO- PLEX® (Thiotepa for injection) and also for ETOPOSIDE, LEUCOV- ORIN CALCIUM, and METHOTREXATE SODIUM Parenteral. Reimbursement specialists provide assistance to identify informational requirements of individual insurers, to facilitate prior authorization requests, and to assist in appeals of denied claims. The hotline 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. These services are available free of charge to health care professionals.

Lilly Oncology

Gemzar® (gemcitabine hydrochloride) Reimbursement Hotline

Monday-Friday, 8 a.m.-6 p.m. CST
888-4-GEMZAR (888-443-6927)

The Reimbursement Hotline is a service provided free of charge by Eli

Lilly and Company and the Eli Lilly and Company Foundation. Program reimbursement specialists are available to provide insurer coverage guidelines, offer coding information and claims requirements, clarify insurer payment methodologies, assist with prior authorization and claims denials, and supply medical literature and information to support claims. Information for the Patient Assistance Program, designed to provide access to Gemzar therapy for financially disadvantaged patients, is also available.

Medi-Physics, Inc., Amersham Healthcare

Metastron® Reimbursement Hotline
Monday-Friday, 9 a.m.-5 p.m., EST
(800) 204-5678

Medi-Physics, Inc., a division of Amersham Healthcare, has established a reimbursement hotline to assist health care providers and their patients with information on coverage and reimbursement of Metastron® by third-party payers. Hotline representatives help patients with claims processing questions and give information on insurer coverage and reimbursement policies, reimbursement amounts and limitations, status of submitted claims, how to appeal denied claims, and prior authorization requirements that may apply.

MGI PHARMA

Salagen® Tablets/Dry Mouth Information Hotline

Monday-Friday, 9 a.m.-8 p.m., EST
1-800-MGI-4811

The Salagen® Tablets/Dry Mouth Information Hotline meets the needs of health care providers and their head and neck cancer patients who have requested educational materials and services to manage problems associated with dry mouth. The hotline also provides product information on the use of Salagen Tablets.

Nycomed Incorporated

OMNISM Reimbursement Information Program

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

The OMNISM Reimbursement Information Program ensures maximum reimbursement and rapid claims filing for Omnipaque® (iohexol), Omniscan™ (gadodiamide), Visipaque (iodixanol) injection, and associated products and procedures. The program assists with claim-specific questions and resubmissions and appeals, and provides consultation

on hospital-wide analysis.

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) 553-3851

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 Assistance 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 self-paying patients once a cap of \$8,500 has been exceeded on qualified nondialysis use of PROCRI® during a calendar year.
- Reimbursement Assurance Program (RAP) provides PROCRI® to physician offices in amounts equal to that which a patient already received while appealing a reimbursement denial. Ortho Biotech explores reimbursement options on patients' behalf. Qualified nondialysis patients who are denied reimbursement are considered for enrollment in the company's FAP service for uninsured patients.

Pharmacia & Upjohn, Inc.

Pharmacia & Upjohn Reimbursement Helpline

Monday-Friday, 9 a.m.-5 p.m., EST
1-800-808-9111; FAX 703-760-0049

Zinecard™ is indicated for reducing the incidence and severity of cardiomyopathy associated with doxorubicin administration in women with metastatic breast cancer who have received a cumulative doxorubicin dose of 300 mg/m² and who, in their physician's opinion, would benefit from continuing therapy.

Reimbursement counselors answer reimbursement and billing questions free of charge for patients, physicians, and physician staff. Services include assisting with insurance coding, facilitating preauthorization, follow-up with billing questions, appeals for denied claims for Zinecard™ (dexrazoxane for injection), and determining patient qualification for available state or federal assistance programs for uninsured patients.

Emcyt™ (estramustine phosphate sodium) Reimbursement Assistance Program

Monday-Friday, 9 a.m.-5 p.m., EST
1-800-366-5570; FAX 703-760-0049

Emcyt is a treatment for patients with advanced prostate cancer. This program will help physicians and their patients obtain payment for Emcyt therapy from appropriate sources. Many patients with Medicare are not aware of coverage for Emcyt that they may have through supplemental insurance policies or state pharmaceutical assistance programs. This program provides billing and coding guidance to assist prescribers and patients obtain the reimbursement they are entitled to, as well as information on claims denial procedures and patient assistance.

Rhône-Poulenc Rorer Oncology PACT HOTLINE

Providing Access to Chemotherapy
Monday-Friday, 9 a.m.-6 p.m., EST
(800) 996-6626; FAX (800) 996-6627

The reimbursement hotline is available at no cost to health care professionals, patients and family members, and payers. All callers receive personalized assistance from reimbursement specialists, specially trained to address coverage and reimbursement issues for RPR oncology products, including Taxotere® (docetaxel) and Oncaspar® (pegaspargase).

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) 443-6676

The Cost Assistance Program (CAP) reimburses patient and third-party payer costs for purchase or reimbursement of Roferon®-A (interferon alpha-2a) over an annual total amount of 983 million units. Eligible parties must provide accurate records and documentation of expenditures.

Sandoz Pharmaceuticals Corporation

SANDOSTATIN® (octeotide acetate) Reimbursement Hotline

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

Reimbursement specialists provide information about SANDOSTATIN® (octeotide acetate) coverage by various insurers. SANDOSTATIN® is indicated for the symptomatic treatment of patients with metastatic carcinoid syndrome where it suppresses or inhibits the severe diarrhea and flushing episodes associated with the disease. It is also indicated for the treatment of the profuse watery diarrhea associated with VIP-secreting tumors and to reduce the blood levels of growth hormone and IGF-I in acromegaly patients who have had inadequate response to or cannot be treated with surgical resection, pituitary irradiation, and bromocriptine mesylate at maximally tolerated doses.

The hotline can provide specific information about SANDOSTATIN® coverage criteria, insurer codes, reimbursement levels, and strategies to appeal denied claims for each indication. In addition, SANDOSTATIN® billing and reimbursement guides are available from the hotline. The hotline provides the required pre-screening and referral to indigent programs if appropriate.

Schering Sales Corporation

Schering's Commitment to Care™

Monday-Friday, 9 a.m.-6 p.m., EST
(800) 521-7157

Reimbursement Service

Reimbursement service for Intron® A (interferon alfa 2-b, recombinant) for injection and Eulexin® capsules is handled through Schering's COMMITMENT TO CARE™ program. Reimbursement specialists provide assistance to physicians, nurses, office managers, pharmacists, and patients with insurance

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reimbursement, such as information on billing and guidelines for specific insurance carriers. Service staff answer coding questions, provide individualized help with claims filing and preauthorization requests, and provide third-party support in challenging claim denials. Drug assistance programs are available for uninsured patients based on financial status.

Drug Information Service

Schering's Drug Information Service, a central, computerized service available free of charge to health professionals, 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, and compiles that information into a customized report for health care professionals. The service provides access to literature searches, information on indicated uses for drugs, and information about new medical uses of biologic therapy.

Sequus Pharmaceuticals, Inc.

SEQUUS (DOXIL®)

Reimbursement Programs

Monday-Friday, 9 a.m.-5 p.m. CST
800-375-1658

The Reimbursement Assistance Program offers health care professionals reimbursement information for DOXIL® (doxorubicin HCl liposome injection). DOXIL is indicated for the treatment of AIDS-related Kaposi's sarcoma in patients with disease that has progressed on prior combination chemotherapy or in patients who are intolerant to such therapy. Program representatives provide coverage verification, billing guidelines, coding references, payment methodologies, and assistance in resolving claim denials.

SmithKline Beecham Oncology

Reimbursement Assistance Line

Monday-Friday, 7 a.m.-5 p.m., PST
(800) 699-3806

The SmithKline Beecham Oncology reimbursement assistance line has been established for SmithKline Beecham Oncology products to provide third-party payer information. Reimbursement specialists assist callers with SmithKline Beecham Oncology Products reimbursement questions and provide information on coverage status, payer-specific coding, payer billing require-

ments, payment policies, and claims appeal procedures.

TAP Pharmaceuticals, Inc.

Reimbursement Hotline

Monday-Friday, 8:00 a.m.-4:00 p.m., CST
(800) 453-8438

A reimbursement information line for Lupron Depot available to both health care professionals and patients. Designed to speed Medicare and Medicaid reimbursement, the hotline provides information on CPT codes, national and local carrier HCPCS codes, payment policies, proper filing of insurance claims, and assistance with reimbursement problems.

U.S. Bioscience

Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., CST
(800) 887-2467

HEXALEN® (altretamine) is an oral antineoplastic agent which is indicated for use as a single agent in the treatment of patients with recurrent or persistent ovarian cancer following first-line therapy with a cisplatin and/or alkylating agent-based combination. NEUTREXIN® (trimetrexate glucuronate for injection) with concurrent leucovorin administration (leucovorin protection) is indicated as an alternative therapy for the treatment of moderate-to-severe pneumocystis carinii pneumonia (PCP) in immunocompromised patients who are intolerant of, or are refractory to, trimethoprim-sulfamethoxazole therapy or for whom trimethoprim-sulfamethoxazole is contraindicated.

The U.S. Bioscience Reimbursement Hotline is a toll-free service that provides assistance to health care providers with coding and coverage verification, claim submissions and appeals for HEXALEN® and NEUTREXIN®. In addition, U.S. Bioscience, in cooperation with ALZA Pharmaceuticals, offers the ETHYOL® (amifostine) Reimbursement Assistance Program which can be accessed by calling 1-800-609-1083.

Zeneca Pharmaceuticals

Zoladex® (goserelin acetate)

Reimbursement Hotline

Monday-Friday, 8:30 a.m.-4:30 p.m., EST
(800) 400-4140, Select Option 1, then Option 3

Zoladex® is indicated for the treatment of advanced prostate cancer, endometriosis, and advanced breast

cancer for pre- and perimenopausal women. The hotline provides information on product and procedure coding and product coverage and reimbursement. Assistance with problem claims and claims appeals is also available. A Physician Office Guide provides an overview of coverage and reimbursement for Zoladex®, diagnosis, procedure, and office visit codes, payer policies, sample claim forms, and prescribing information.

INFUSION PUMPS

Medex, Inc.

Infusion Systems

Reimbursement Assistance

Monday-Friday, 9 a.m.-5 p.m., EST
(800) 848-1757

Reimbursement assistance and support materials are available for the Medex, Inc., Alternate Site product line, including WalkMed® Ambulatory Infusion Pumps and associated disposables.

Medtronic, Inc.

Comprehensive Reimbursement Assistance

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

Full-service reimbursement assistance is provided such as prior-authorization assistance to physicians related to Medtronic implantable therapies; CPT coding/billing assistance. Other services include support with challenging claim denials; liaison with insurers regarding reimbursement issues, on-site education and cost effectiveness, materials and seminars to case managers, CFOs, third-party payers. Service is available to health care professionals and patients.

SIMS Deltec Inc.

Reimbursement Services

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

SIMS Deltec provides reimbursement assistance for customers, Medicare reimbursement by locality, CPT coding and billing, and guidelines for major payers and acts as a liaison with insurers regarding reimbursement issues. It also provides financial models for growth partnering, and billing seminars for branch offices and professional associations. ■