



Reimbursement Hotlines

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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
Ethylol® (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 Ethylol® (amifostine) Reimbursement Assistance Program to provide coverage, coding, and payment information to health care professionals for Ethylol®. Ethylol® 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 the 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 and 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, 8:30 a.m.–4:30 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
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.

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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

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

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 Wellcovorin® (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.

Drug Information Services

(800) 334-0089

Searches for federal, state, or local reimbursement agencies to help patients with payment. When patients call, a reimbursement specialist will ask about insurance prescription coverage, monthly

household income earned or unearned, monthly medical expenses, and disability status. Based on this information, we will determine if patients qualify for federal, state, or local assistance. We will also provide them with the addresses and telephone numbers of these programs so that they can apply.

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, 8:30 a.m.-5:30 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 LEUCOVORIN CALCIUM and METHOTREXATE SODIUM Parenteral. Reimbursement specialists provide reimbursement 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 (800) 944-3184. These services are available free of charge to health care professionals.

Lilly Oncology
Gemzar® (gemcitabine HCL) Reimbursement Hotline

Monday-Friday, 8 a.m.-5 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
(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.

Novartis Pharmaceuticals Corp.

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, Paget's disease, and osteolytic bone metastases of breast cancer and osteolytic lesions of multiple myeloma. 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

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limitations, and assist with reimbursement difficulties.

SANDOSTATIN® (octreotide 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® (octreotide 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.

Nycomed Incorporated
OMNISM Reimbursement Information Program
Monday–Friday, 8:30 a.m.–5:30 p.m., EST
(800) 767-6664

The OMNISM Reimbursement Information Program ensures maximum reimbursement for Omnipaque® (iohexol), OmniscanTM (gadodiamide), and Visipaque® (iodixanol) injection, and associated products and procedures. Callers may obtain coverage, coding, and reimbursement information by calling (800) 767-6664.

Ortho Biotech Inc.
PROCRITMline
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 PROCRITM (Epoetin alfa), a recombinant human erythropoietin.

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

- Financial Assistance Program (FAP) provides PROCRITM free of charge to qualified nondialysis patients who meet specific medical criteria yet lack financial resources and third-party insurance.
- Reimbursement Assurance Program (RAP) provides PROCRITM 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 Company
Pharmacia & Upjohn Oncology Reimbursement Assistance Program
Monday–Friday, 9 a.m.–5 p.m., EST
(800) 808-9111;
FAX (703) 706-5925

Reimbursement assistance is available for all of Pharmacia & Upjohn's oncology products, which include CamptosarTM (irinotecan HCl injection), Emcyt® (estramustine phosphate sodium), Zinecard® (dexrazoxane for injection), and many other products.

Trained analysts answer reimbursement and billing questions free of charge for patients, physicians, and physicians' office staff. Services include assisting with insurance coding, facilitating preauthorization, follow-up with billing questions, appeals for denied claims, and determining patient qualification for available state or federal assistance programs for uninsured patients.

Rhône-Poulenc Rorer Oncology's 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), Oncaspar® (pegaspar-gase), and GLIDDEL (polifeprosan 20 with carmustine implant).

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.

Schering Sales Corporation
Schering's Commitment to CareSM
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 CARESM program. Reimbursement 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. 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

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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 HELPline

Monday–Friday, 6 a.m.–5 p.m., PST;
9 a.m.–8 p.m., EST
(800) 699-3806

The SmithKline Beecham Oncology Reimbursement HELPline has been established for Hycamtin™ and Kytril® products. The HELPline provides assistance with Access to Care for Hycamtin™ and Kytril®. It also provides third-party payer information. Reimbursement specialists assist callers with SmithKline Beecham Oncology product information related to reimbursement questions, coverage status, specific coding, payer billing requirements, and payment policies.

Hycamtin™ Access to Care program has two components: Product Replacement and Indigent Care. The SmithKline Beecham Oncology Reimbursement HELPline also prequalifies patients for product assistance through the Access to Care programs for Hycamtin™ and Kytril®.

The SmithKline Beecham Oncology HELPline will also assist with prior authorization/precertification of claims.

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 is 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 that 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 (800) 609-1083.

Zeneca Pharmaceuticals

ZOLADEX® Reimbursement Hotline

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

This hotline provides coverage and reimbursement assistance for ZOLADEX 3.6 mg (goserelin acetate implant) and ZOLADEX 10.8 mg. Reimbursement specialists assist callers with coverage and reimbursement issues relating to Medicare, Medicaid, private third-party payers, and managed care organizations. Callers may obtain coding recommendations (HCPCS, CPT, ICD-9), assistance with denied or under-reimbursed claims, general coverage and reimbursement information, and package inserts for both products.

Casodex Support Program

Monday–Friday, 8:30 a.m.–4:30 p.m., EST

(800) 400-4140, Option 2, Option 1

The Casodex® Support Program offers an alternative resource listing for patients searching for assistance for Casodex (bicalutamide) and other health care-related services. In addition to a national listing, callers will be sent an alternative resource listing for the state in which they reside. Hotline staff are also available to verify insurance benefits, assist with denied or under-reimbursed pharmacy claims, and provide general coverage and reimbursement information related to Casodex.

INFUSION PUMPS

McKinley, Inc.

Customer Support

Monday–Friday, 8 a.m.–5 p.m., MT
(800) 578-0555

Please contact McKinley Customer Support with any issues or inquiries pertaining to McKinley, Inc., products, including WalkMed® ambulatory infusion pumps, the Outbound® disposable syringe infuser, 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 and CPT coding/billing assistance. Other services include support with challenging claim denials; liaison with insurers regarding reimbursement issues; on-site education and cost effectiveness; and materials and seminars to case managers, CFOs, and third-party payers. Service is available to health care professionals and patients. ■