



Reimbursement Hotlines

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REIMBURSEMENT HOTLINES

Oncology Issues publishes a yearly listing of reimbursement assistance programs for oncology-related services. The following companies have developed programs for physicians, their office staff, and, in some cases, patients.

PHARMACEUTICALS & BIOLOGICALS

Abbott Laboratories, Inc. Actiq Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., CST
(877) 229-1241

The Reimbursement Assistance Program offers health care professionals assistance with reimbursement information for Actiq (oral transmucosal fentanyl citrate). Actiq is indicated only for the management of breakthrough cancer pain in patients with malignancies who are already receiving and who are tolerant to opioid therapy for their persistent cancer pain. Hotline specialists provide assistance with coverage verification, prior authorization procedures, billing guidelines, payment methodologies, coding references, and assistance in resolving claim denials.

ALZA Pharmaceuticals 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.

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

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 sponsors of medically 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.

AstraZeneca 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 with 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.

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.

Quadramet (samarium sm 153 lexidronam injection) Reimbursement Hotline

Monday-Friday, 9 a.m.-5 p.m., ET
800-4BERLEX (800-423-7539)

Quadramet (samarium sm 153 lexidronam injection) is a radiopharmaceutical indicated for the treatment of pain in patients with confirmed osteoblastic metastatic bone lesions that enhance on radionuclide bone scan. The Quadramet Reimbursement Hotline provides coverage, coding, and reimbursement information for Quadramet and assists with insurance research and claims appeals. The service is provided free of charge.

Bristol-Myers Squibb Oncology/Immunology

Reimbursement Assistance Program (RAP™)

Monday-Friday, 8:30 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 hotline is designed for providers in the United States.

Chiron Therapeutics

Chiron Reimbursement Service

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

The Chiron Reimbursement Service provides reimbursement support for Chiron Therapeutics' products: Proleukin (aldesleukin for injection), a recombinant interleukin-2 (rIL-2) that is approved for metastatic renal cell carcinoma and metastatic melanoma, and DepoCyt (cytarabine liposome injection), encapsulated cytarabine approved for the intrathecal treatment of lymphomatous meningitis.

The Chiron Reimbursement Service consultants help to minimize claims processing delays and provide information about coding, prior authorization procedures, patient coverage status, and reimbursement amounts and limitations. The reimbursement specialists

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

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. ProstaScint is a monoclonal antibody-based diagnostic imaging agent for use in two clinical settings; in newly diagnosed patients with biopsy-proven prostate cancer thought to be clinically localized after standard diagnostic evaluation and who are at high risk for pelvic lymph node metastases and post-prostatectomy patients with a rising prostate-specific antigen (PSA) and a negative or equivocal standard metastatic evaluation in whom there is a high clinical suspicion of occult metastatic disease.

Eli Lilly
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.

Ethicon Endo-Surgery, Inc.
Breast Biopsy Reimbursement Hotline

Monday-Friday; 9 a.m.-6 p.m., ET
888-750-1242

Ethicon Endo-Surgery, Inc., a Johnson & Johnson Company, has established a reimbursement hotline to assist their customers with inquiries concerning reimbursement for the Mammotome Breast Biopsy System.

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: 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.

Single Point of Contact (SPOC)
Monday-Friday, 6 a.m.-5 p.m. PST
(120) 249-4918; Fax (888) 249-4919

Genentech BioOncology's SPOC provides timely, one-step reimbursement assistance. Oncology case managers will assist callers by: investigating benefits for new patients and those changing insurance or facing open enrollment; assisting with prior authorizations; helping with appeals and coverage denials, searching for alternative coverage for patients, answering questions related to product reimbursement; and consulting on coding/billing issues. Financial services include uninsured patient programs.

Glaxo Wellcome, Inc.
Oncology Reimbursement Hotline

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

The hotline serves clinicians, office staff, and patients by answering 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: Alkeran® (melphalan), Leukeran® (chlorambucil), Myleran® (busulfan), Navelbine® (vinorelbine tartrate), Purinethol® (mercaptopurine), and Tabloid® (thioguanine). Reimbursement specialists also search for federal, state, or local reimbursement agencies to help patients obtain medications. Names, addresses, and telephone numbers of these agencies are provided to assist in the program application process.

Zofran (ondansetron)
Reimbursement Hotline

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

The Zofran (ondansetron) 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.

Patient Assistance Program

Monday-Friday, 8 a.m.-8 p.m., ET
(800) 722-9294

The Glaxo Wellcome Patient Assistance Program is designed to serve patients who do not qualify for or have drug benefits through private insurance or government-funded programs. The program is designed as an interim solution to assist financially disadvantaged individuals until alternative funding can be found. Income eligibility is based on multiples of the U.S. poverty level adjusted for household size. The Patient Assistance Program is committed to an equitable

distribution of available resources among both patient populations and geographies, and is dedicated to providing patients and their providers with information or guidance in finding alternative reimbursement venues for needed medications. The provision of free medication is a philanthropic activity by Glaxo Wellcome; therefore, the Patient Assistance Program is considered the payer of last resort.

Hoechst Marion Roussel
Anzemet (dolasetron mesylate injection/tablets) Reimbursement & Patient Assistance Programs

Monday-Friday, 9 a.m.-5 p.m., CST
(888) 895-2219

Hoechst Marion Roussel has established the toll-free Anzemet Hotline as a resource to providers to access reimbursement and patient assistance information. Program specialists are available to help with coverage status and benefit verification, claim submission and coding guidelines, payment policies, and assistance with any rejected or denied claims. They can also identify alternative sources of coverage and provide applications for the Anzemet Patient Assistance Program.

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 Thioplex® (thiotepa for injection) and also for leucovorin calcium and methotrexate sodium parenteral. Reimbursement specialists provide assistance to identify informational requirements of individual insurers, facilitate prior authorization requests, and assist in appeals of denied claims. The hotline provides one-on-one help with claims filing guidelines, including CPT-4 and HCPCS coding. A 24-hour dedicated fax machine is available at (800) 944-3184. These services are available free of charge to health care professionals.

INDIGO Medical, Inc.
Indigo TheraSeed Palladium 103 Implants/Brachytherapy Reimbursement Hotline

Monday-Friday, 9 a.m.-6 p.m., ET
888-9INDIGO (888-946-3466)

Indigo Medical, Inc., a Johnson & Johnson company, has established a reimbursement hotline for Indigo TheraSeed Palladium 103 implants, a prostate cancer therapy. The hotline is available for Indigo customers and payers. Program associates assist with coverage, coding, reimbursement inquiries, and appealing denied or underpaid claims.

Ligand Pharmaceuticals, Inc.
Ligand Reimbursement Support Program

Monday-Friday, 9 AM-5 PM, CST
(877) 654-4263

Ontak is indicated for the treatment of patients with persistent or recurrent cutaneous T-cell lymphoma (CTCL) whose malignant cells express the CD25 component of the IL-2 receptor. The safety and efficacy of denileukin difitox in patients with CTCL whose malignant cells do not express the CD25 component of the IL-2 receptor have not been examined.

Panretin gel is indicated for topical treatment of cutaneous lesions in patients with AIDS-related Kaposi's sarcoma. Panretin gel is not indicated when systemic anti-KS treatment is required (e.g., more than 10 new KS lesions in the prior month, symptomatic lymphedema, symptomatic pulmonary KS, or symptomatic visceral involvement). There is no experience to date using Panretin gel with systemic anti-KS treatment.

The Ligand Reimbursement Support Program provides health care professionals with assistance on claims submissions and denials, information on how to appeal denied claims, prior authorization questions, and payer guidelines. The program provides the product free of charge to qualified uninsured indigent patients. Ligand Pharmaceuticals, Inc., reserves the right to modify or discontinue the program without notice.

MGI PHARMA, INC. **Salagen® Tablets/Dry Mouth** **Information Helpline**

Monday-Friday, 9 a.m.-5 p.m., EST
(800) 644-4811

The Salagen® Tablets (pilocarpine hydrochloride)/Dry Mouth Information Helpline meets the needs of health care providers and their patients with dry mouth caused by Sjogren's syndrome or radiation to the head and neck. Registered pharmacists/nurses are available to provide educational materials and services to help manage problems associated with dry mouth. The helpline also provides product information on the use of Salagen Tablets.

Nexstar Pharmaceuticals, Inc. **DaunoXome Reimbursement Hotline**

Monday-Friday, 9 a.m. - 5 p.m., EST
(800) 226-2056

The DaunoXome Reimbursement Hotline is an information service staffed by representatives trained to answer questions concerning coverage and reimbursement for DaunoXome. The DaunoXome Patient Assistance Program is designed to provide DaunoXome to patients who: do not have health insurance, do not qualify for government assistance programs, are unable to pay for the drug themselves, and meet the program's medical and financial criteria. The program offers a range of reimbursement services including: contacting insurance companies to determine a patient's benefits for DaunoXome; information about insurers' coverage policies; educating third-party payers about DaunoXome; prior authorization procedures and other ways to expedite

reimbursement; information on billing codes and claims submission for DaunoXome; help in resolving denied claims for DaunoXome and assistance with appeals, screening, and enrollment for eligible patients in the DaunoXome Patient Assistance Program. Providers may contact hotline reimbursement specialists for details.

Novartis Pharmaceuticals Corp. **Aredia Reimbursement Hotline**

Monday-Friday, 9 a.m.-5 p.m., EST
(800) 939-4242

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 limitations, and assist with reimbursement difficulties.

Sandostatin® Injectable and Sandostatin **Lar Depot Reimbursement Hotline**

Monday-Friday, 9 a.m.-8 p.m., EST
1-877-LAR-HELP

Sandostatin (octreotide acetate) Injection and Sandostatin Lar Depot (octreotide acetate for injectable suspension) are indicated for the symptomatic treatment of patients with metastatic carcinoid tumor where it suppresses or inhibits the severe diarrhea and flushing episodes associated with the disease. Sandostatin and Sandostatin Lar Depot are also indicated for the treatment of diarrhea associated with VIP-secreting tumors and to reduce the blood levels of growth hormone and IGF-I in acromegaly patients who did not respond adequately to or cannot be treated with surgical resection, pituitary irradiation, and bromocriptine mesylate at maximally tolerated doses. The Sandostatin and Sandostatin Lar Depot Reimbursement Hotline provides specific information about Sandostatin and Sandostatin Lar Depot coverage criteria, insurer codes, reimbursement levels, and strategies to appeal denied claims for each indication. In addition, Sandostatin and Sandostatin Lar Depot billing and reimbursement guides are available from the hotline. The hotline provides the required prescreening and referral to indigent programs if appropriate.

Nycomed/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.

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), Omniscan (gadodiamide), Visipaque® (iodixanol) injection, and associated products and procedures. Callers may obtain coverage, coding, and reimbursement information by calling (800) 767-6664.

Ortho Biotech Inc. **Comprehensive Reimbursement,** **Customer Service, and Clinical Support** **Procrit[™] * Prorit[™] ***

Monday-Friday, 9 a.m.-8 p.m., EST
(800) 553-3851

The hotline provides third-party billing information to facilitate reimbursement for Procrit® (Epoetin alfa) and Leustatin® (cladribine) injection. One toll-free number streamlines access to all reimbursement services.

Patient Services. The hotline connects qualified patients to reimbursement options; may provide free Procrit® or Leustatin® to patients, based on financial need; may help reduce patients' expense for Procrit® or Leustatin®; enables patients who qualify for financial support to fill Procrit® or Leustatin® prescriptions at local pharmacies; gives patients the option to enroll themselves in the patient assistance program.

Provider Services. The hotline offers comprehensive billing assistance for Procrit® or Leustatin®; answers coding and billing questions; verifies insurance coverage; provides advocacy and adjudication throughout the claims process; and provides insurance guidelines for private, federal, and state programs and plans for Procrit® or Leustatin®.

Comprehensive Medical/ **Technical Support**

Ortho Biotech Customer Service or Clinical Affairs provides customer and medical/scientific information.
(800) 325-7504

*Program available to medical professionals and their non-dialysis patients. Ortho Biotech Inc. reserves the right to modify or discontinue the program at any time.

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 Pharmacia & Upjohn's oncology products, which include Camptosar[™] (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, 8:30 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® (pegaspargase), and Gliadel (polifeprosan 20 with carmustine implant).

Roche Laboratories ONCOLINE™

Reimbursement Hotline
Monday-Friday, 8:30 a.m.-5 p.m., ET
(800) 443-6676

Reimbursement support program for Roferon-A (interferon alfa-2a), Xeloda (capecitabine), Vesanoid (tretinoin), and FUDR (floxuridine). Oncoline™ reimbursement specialists will provide health care professionals information on insurance coverage, claim coding and submission procedures, payment policies, and qualification and enrollment of eligible patients in the Roche Medical Needs Program.

ONCOLINE™ Literature Search Service
Monday-Friday, 8:30 a.m.-5 p.m., ET
(800) 443-6676

The ONCOLINE™ Literature Search Service provides complimentary biomedical, clinical, and treatment protocol literature review searches. Literature Search Service information specialists have access to databases such as Medline®, Cancerlit®, Embase™, and PDQ®, the National Cancer Institute's protocol database.

Sanofi Pharmaceuticals, Inc.

Photofrin Reimbursement Hotline
Monday-Friday, 9 a.m.-5 p.m., EST
(800) 657-8412

Photofrin® (porfimer sodium) for injection is the only drug approved by the FDA for use with photodynamic therapy (PDT). (Please see full prescribing information available from Sanofi Product Information at 800-446-6267.) The Photofrin® Reimbursement Hotline provides information on reimbursement policies, billing procedures and codes, and claims appeals for Photofrin® and PDT. Hotline specialists also screen patients for the Needy Patient Program, established to assist patients who are uninsured and have limited financial resources.

Schering Sales Corporation
Schering's Commitment to Care™

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

Reimbursement Service

Reimbursement search and financial assistance program for Intron® A (interferon alfa 2b, recombinant) for injection, Eulexin® capsules, and Fareston®. Reimbursement specialists assist patients and health care professionals to access more reimbursement options, provide educational materials, and enroll uninsured patients into drug assistance programs based on financial status. Additional services include coverage verification/preauthorizations, answers to billing and coding questions, and assistance with appeals for claim denials.

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.

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 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. The HELPline also assists with prior authorization/precertification of claims.

The SmithKline Beecham Oncology Reimbursement HELPline also manages the Access to Care™ program for Hycamtin and Kytril. The program ensures that these products are made available to all persons who meet specific medical criteria and lack the financial resources and third-party insurance necessary to obtain treatment.

TAP Pharmaceuticals, Inc.

Reimbursement Hotline
Monday-Friday, 7:30 a.m.-5:00 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.

INFUSION PUMPS

Arrow International, Inc.
Reimbursement Assistance Program
Monday-Friday, 9 a.m.-5 p.m., CST
(800) 609-1108

The Arrow Model 3000 Constant Flow Implantable Pump is indicated for arterial delivery of FUDR, intraspinal delivery of preservative-free morphine sulfate, and intraspinal delivery of baclofen. The Arrow Reimbursement Assistance Program provides information on third-party coverage and payment to facilitate reimbursement and minimize payer issues.

McKinley Medical, LLP

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 Medical, LLP 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, CPT coding/billing assistance, and support with challenging claim denials. Service is available to health care professionals and patients. ■