

OVERVIEW OF REIMBURSEMENT SUPPORT PROGRAM

TRILURON™ Support Hotline

Coverage and coding for TRILURON™ (sodium hyaluronate) may vary depending on the patient's type of health insurance and the site of service where the product is administered (ie, physician office, hospital outpatient department, or ambulatory surgical center). It will be important to conduct a benefit investigation for each patient in order to verify the following:

Coverage and utilization restrictions, such as Prior Authorization, for TRILURON™

Patient copayment or coinsurance for TRILURON™ and administration services

Coding for TRILURON™

Provider's network status with plan

Upon request, the *TRILURON™ Support Hotline* will provide Prior Authorization support by submitting, if possible, any of the information available for a verbal Prior Authorization if the payer will accept it from the *Hotline*.

TRILURON™ Support Hotline offers comprehensive reimbursement assistance to practices, ambulatory surgical centers, and hospital providers. Reimbursement counselors are available to support healthcare professionals with questions and the following support services:



Patient-specific benefit verification for medical and specialty pharmacy benefits



Coding and billing support



Comprehensive Prior Authorization support



Alternative coverage research



Claims management



Appeals assistance



Specialty pharmacy triage, upon request

OVERVIEW OF REIMBURSEMENT SUPPORT PROGRAM (CONT.)

TRILURON™ Support Hotline provides timely information to healthcare professionals in order to expedite patient access to care. In fact, most reimbursement research requests can be completed in 1 to 2 business days from the time complete information is submitted to the *Hotline*.

It is helpful to have the following information available when calling the *Hotline* to speak with a reimbursement counselor:



Physician's name, address, phone number, and provider number (NPI, TID, etc)



Policy identification and group numbers



Patient's name, date of birth, address, and Social Security number



Diagnosis



Insurance company name, phone number, and fax number



Site of care



Name of policy holder



Office contact name and phone number

In addition to reimbursement assistance, the *TRILURON™ Support Hotline* will work with you and your patients to provide additional resources that may include the following:

- Patient case management services
- Product ordering management

In order to access services available through the *TRILURON™ Support Hotline*, healthcare professionals and their patients are asked to fill out and sign a benefit verification request form. You can obtain the form by contacting the *TRILURON™ Support Hotline*, accessing it on the www.TRILURON.com website, or requesting one from your Fidia sales representative.



TRILURON™
SUPPORT HOTLINE
1-866-749-2542, Option 2