



Men's Health Procedure Access Program Brochure Provider

- Patient and provider focused
- Benefit verification support
- Pre-authorization and appeal support
- Excluded benefit support
- Financial Assistance Program



Boston Scientific's Procedure Access Program

Benefit Verification

The benefit verification service verifies coverage and benefits for Boston Scientific's penile implant and male incontinence procedures.

Pre-authorization

The pre-authorization (pre-determination) support service facilitates the preparation and submission of the request and appropriate documentation to assist in establishing medical necessity of the procedure for your patient.

Program Process

Complete:

1. Provider Intake Form (one time only)—must be signed
2. Benefit Verification Request Form for each patient; be sure to check the appropriate box to indicate the support you are requesting

Note: failure to complete these forms in their entirety will delay the process

Submit:

Submit the completed forms via fax or email:

Fax: 877-835-2520

Email: BSC.MensHealthIntake@bsci.com

Await Results:

When your request form is submitted, you will receive an email confirming your request. We will contact the payer, and the following will occur based on the support you requested:

- **Benefit Verification Support**

You will receive a summary of the patient's benefits, including current copay/coinsurance, and deductible as well as the payers coverage position, pre-authorization requirements and instructions.

- **Benefit Verification and Pre-authorization Support**

If our benefits verification determines a pre-authorization is needed, you will receive an email informing you we are proceeding with the authorization request. Once the payer has made an authorization determination, you will receive an email detailing the determination as well as the patient's benefit details.

Frequently asked questions

What support does the Procedure Access Program offer?

- Benefit verification
- Pre-authorization submission and follow-up with the payer
- Assist with benefit and coverage questions
- Appeal support
- Excluded benefit support

What are the expectations of my office to request support?

- Complete, sign and submit the Provider Intake Form (one time only)
- Complete and submit a Benefit Verification Form for each patient; be sure to check the appropriate box indicating the support you are requesting

Please note: Forms are required and must be completed in their entirety. Failure to comply will delay the support process.

Fax or email completed form(s) to:

Fax: 877-835-2520

Email: BSC.MensHealthIntake@bsci.com

How does my office request pre-authorization and/or appeal support?

- On the Benefit Verification Form, check the box indicating you would like pre-authorization and/or appeal support.
- Provide documentation supporting medical necessity as requested (requirements will vary by payer). A general medical necessity guide for penile implant procedures is available upon request.

What is the turn-around time for receiving my benefit verification results?

Average turnaround time for a completed benefit verification request detailing your patient's benefits is 2 business days.

What is the turnaround time for receiving my pre-authorization results?

Although times vary by payer, the average turnaround time for pre-authorization determination is 15 business days. Once we have submitted the pre-authorization request to the payer, we will check the status every 2 business days until a determination is made.

Are there fees associated with my request for support within the Procedure Access Program?

There are no fees or costs to obtain support within the Procedure Access Program.

What if my patient has a benefit exclusion for a penile implant and/or male incontinence device?

A Boston Scientific Procedure Access Specialist can help guide your patient(s) through the process of requesting a benefit exception from their employer. Have your patient call 1-855-284-1676 and choose the option for penile prosthetics to learn more about the support available to them.

Are the services within the Procedure Access Program HIPAA compliant?

Yes, all support provided within the Procedure Access Program meet HIPAA compliance requirements.

If you have questions or need assistance, please call **1-855-284-1676** from 7am–5pm PST.

To check the status of your benefit verification and/or pre-authorization requests, please call **1-855-284-1676** from 7am–5pm PST.



Support for patients who have a benefit exclusion

A Boston Scientific Procedure Access Specialist can help guide your patient(s) through the process of requesting a benefit exception from their employer.

Have your patient call 1-855-284-1676 and choose the option for penile prosthetics to learn more about the support available to them.

Cost shouldn't stand in your patient's way

The Boston Scientific Financial Assistance Program is designed to provide financial assistance for eligible patients who have difficulty paying their out-of-pocket expenses associated with receiving a Boston Scientific penile implant and/or male incontinence device. It assists eligible patients with their copay, coinsurance and/or deductible amounts that may be due after insurance payments. The program can also financially assist eligible patients who have a benefit exclusion clause for these procedures.

Here's how the Boston Scientific Financial Assistance Program works:

Have your patient call toll-free 1-844-295-2745, Monday through Friday, from 8am-6pm EST

Non-English-speaking patients may call 1-866-874-3972, when prompted enter client I.D. 791044

A Financial Assistance Specialist will help your patient determine his eligibility for financial assistance, based on income, credit worthiness and out-of-pocket expense guidelines.

Your patient may be eligible to spread his initial out-of-pocket expenses out over time. In addition, he may be eligible for a grant covering a certain portion of his initial out-of-pocket expenses.

If your patient qualifies, the Financial Assistance Specialist will help him take the next steps to process his enrollment in the program.

Some restrictions apply:

- Maximum income guidelines for eligibility
- Credit worthiness
- Not available for patients with Medicaid, Medicare or other federal or state insurance plans
- Not available in Massachusetts, Michigan, Minnesota, Rhode Island or anywhere prohibited by law
- Not available for implant procedures to be performed by a physician licensed in the state of Vermont
- This program covers only procedures using Boston Scientific implants/devices

For more information or to speak to a
Procedure Access Program Specialist,
call **1-855-284-1676** from 8am–5pm EST

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