



Urology Procedure Access Program (UPAP)

Patient and provider focused, providing:

- Benefit verification
- Pre-authorization
- Denial assistance

Benefit verification

Benefit verification verifies coverage and benefits for Boston Scientific's Prosthetic Urology, Prostate Health, and Sacral Neuromodulation procedures.

Pre-authorization

Pre-authorization (pre-determination) can assist a provider in submitting a request with appropriate medical necessity documentation.

Process

1. Register for portal - Please allow up to 48 hrs for registration approval. [Link here](#)
2. Once your registration is approved, you will receive an onboarding email with a link to set up a password. Select the link, set up a password, and log into the portal.
3. Notate your username and bookmark the portal URL once logged in.
4. In the portal, create and submit a request by filling out a digital step-by-step form and attaching front and back copies of insurance cards and necessary medical records.
5. Check case status and communicate with your Boston Scientific UPAP Specialist via the portal.



Frequently asked questions

What support does the Urology Procedure Access Program (UPAP) team cover?

- Benefit verification
- Pre-authorization (pre-determination) submission and follow-up with the payer
- Assistance with benefit and coverage questions
- Denial assistance for on-label uses

What services can I access through the portal?

As you create a request, you will indicate the desired benefit service level for that case on the Procedure Information tab. You have 3 choices:

1. Benefit verification (only)
2. Benefit verification with a pre-authorization or pre-determination
3. Denial assistance

What is the turnaround time for receiving a patient's benefit verification results?

Average turnaround time for a completed benefit verification request detailing your patient's benefits is 72 hours.

What is the turnaround time for receiving a patient's pre-authorization (pre-determination) 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 5 business days until a determination is made.

What is the turnaround time for denial assistance results?

Turnaround times vary by payer.

Are there fees associated with my request for benefit verification and pre-authorization support?

There are no fees or costs to obtain support.

Are the services provided within the UPAP designed to meet HIPAA requirements?

Yes, services provided within the Urology Procedure Access Program are designed to meet HIPAA requirements.

If you have questions or need assistance, please email BSC.MensHealthIntake@bsci.com or call 1-855-284-1676 from 8AM – 8PM EST.

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Payer policies will vary and should be verified prior to treatment for limitations on diagnosis, coding, or site of service requirements. The coding options listed within this guide are commonly used codes and are not intended to be an all-inclusive list. We recommend consulting your relevant manuals for appropriate coding options.

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