



## ENROUTE™ TCAR Denial & Appeal Support

Pinnacle Health Care is a third-party vendor that Boston Scientific has contracted with to be able to assist Physician Offices and Hospitals around Denials and Appeals for the TCAR procedure.

### 1. How to contact Pinnacle?

- a. BSC Sales or Field Reimbursement Managers (FRM) can contact Pinnacle via email or phone with account contact information or
- b. Accounts can reach out to Pinnacle after BSC sales team or FRM provides Pinnacle with account contact information.
  - **Phone: 866-369-9290**
  - **Email: [TCAR@thepinnaclehealthgroup.com](mailto:TCAR@thepinnaclehealthgroup.com)**

### 2. What are Pinnacles Hours of Operations?

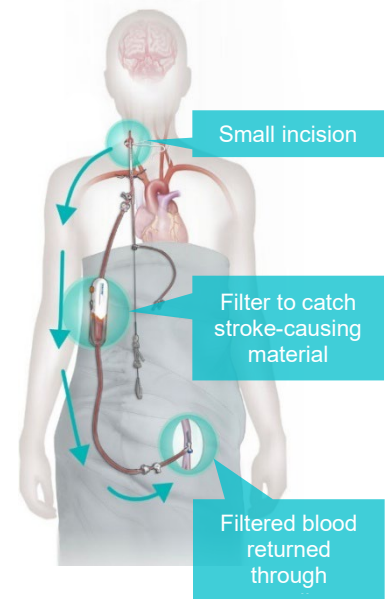
- a. **8:30am – 6pm Eastern**

### 3. How does the service work?

- a. Pinnacle contacts the account to set up a call to review the process and answer questions and discuss options for submitting patient cases via portal or fax.
- b. Pinnacle will help accounts get enrolled in the portal so they can submit the patient cases through the portal with all documentation attached.
- c. An email is sent to contacts(s) reviewing information provided and the following attachments:
  - i. Link to portal enrollment and BAA
  - ii. Process for receiving portal credentials
  - iii. Precertification and verification procedures
- d. Once the portal enrollment is completed, the account will receive login credentials (24-48 hours).
- e. Once the account is set up.
  - i. The account will receive a confirmation email advising the patient's case and documentation was received.
  - ii. Within 24-48 hours Pinnacle will verify benefits & prior authorization requirements.
  - iii. Pinnacle follows up with the health plan every 24-48 hours to check the status.
  - iv. A follow-up email is sent to the office contacts upon each follow-up to keep them updated.
  - v. When approved- the account is immediately notified.
  - vi. If denied – Pinnacle initiates the appeal or sets up the peer-to-peer and coordinates with provider.
  - vii. Pinnacle follows until the patient is approved and scheduled.

### 4. Is there a service fee for using Pinnacle?

- a. No, there is no service fee for using Pinnacle for Denials and Appeals.



## 5. Can they help support Post Procedural Denials (Claim Denials)?

- Yes, the account will submit the claim denial including documentation through the portal or by PHI compliant Fax ([BV@thepinnaclehealthgroup.com](mailto:BV@thepinnaclehealthgroup.com))
- Denial should include a copy of the claim, EOB, Denial Letters and Medical Records.
- Pinnacle will contact the plan and determine appropriate path to follow and submit the appeal
- The account will be updated each time there is a follow-up activity on the claim
- Pinnacle will follow up on the appeal every 5-10 days until resolved

## Reimbursement Support

For reimbursement assistance, please contact Boston Scientific PI HEMA team:

- Email: [VT.Reimbursement@bsci.com](mailto:VT.Reimbursement@bsci.com)
- Website: [Peripheral Vascular - Reimbursement - Boston Scientific](https://www.bostonscientific.com/reimbursement)

### ENROUTE Transcarotid Stent System

**USE/INDICATIONS FOR USE** The ENROUTE® Transcarotid Stent System used in conjunction with the ENROUTE Transcarotid Neuroprotection System (NPS) is indicated for the treatment of patients at high risk and standard risk for adverse events from carotid endarterectomy, who require carotid revascularization and meet the criteria outlined below: High Risk | Standard Risk With neurological symptoms: ≥ 50% stenosis of the common or internal carotid artery by ultrasound or angiogram | ≥ 70% stenosis of the common or internal carotid artery by ultrasound or ≥ 50% stenosis of the common or internal carotid artery by angiogram Without neurological symptoms: ≥ 80% stenosis of the common or internal carotid artery by ultrasound or angiogram | ≥ 70% stenosis of the common or internal carotid artery by ultrasound or ≥ 60% stenosis of the common or internal carotid artery by angiogram Reference vessel diameter: Must be within 4.0 mm – 9.0 mm at the target lesion Carotid bifurcation location: Minimum 5 cm above the clavicle to allow for placement of the ENROUTE Transcarotid NPS

### ENROUTE Transcarotid Neuroprotection System

**INTENDED USE/INDICATIONS FOR USE** The ENROUTE Transcarotid Neuroprotection System (ENROUTE Transcarotid NPS) is intended to provide transcarotid vascular access, introduction of diagnostic agents and therapeutic devices, and embolic protection during carotid artery angioplasty and stenting procedures for patients diagnosed with carotid artery stenosis and who have appropriate anatomy described below: • Adequate femoral venous access • Common carotid artery reference diameter of at least 6 mm • Carotid bifurcation is a minimum of 5 cm above the clavicle as measured by duplex Doppler ultrasound (DUS) or computerized axial tomography (CT) angiography or magnetic resonance (MR) angiography.

### IMPORTANT INFORMATION

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