

A man and a woman are smiling and looking at a document together. The man is wearing a plaid shirt and the woman is wearing a denim shirt. They appear to be in a professional or medical setting.

# Benefit Verification and Pre-Authorization Support

- 
- Patient and provider focused
  - Benefit verification support
  - Pre-authorization and appeal support
  - Third-party patient financing resources



# Boston Scientific's Benefit Verification and Pre-Authorization Support

## Benefit Verification

The benefit verification service verifies coverage and benefits for Boston Scientific's Prosthetic Urology & Prostate Health procedures.

## Pre-authorization

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

## 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 pre-auth specialist via the Portal.

# Frequently asked questions

## **What support does the Benefit Verification and Pre-Authorization team cover?**

- Benefit verification
- Pre-authorization submission and follow-up with the payer
- Assist with benefit and coverage questions
- Appeal support 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 Appeal 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 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. Please email [BSC.MensHealthIntake@bsci.com](mailto:BSC.MensHealthIntake@bsci.com) or call 1-855-284-1676 from 8AM-8PM EST.

## **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 HIPAA compliant?**

Yes, all support provided within meet HIPAA compliance requirements.

If you have questions or need assistance, please email [BSC.MensHealthIntake@bsci.com](mailto:BSC.MensHealthIntake@bsci.com) or call 1-855-284-1676 from 8AM-8PM EST.

If you have questions or need assistance, please email [BSC.MensHealthIntake@bsci.com](mailto:BSC.MensHealthIntake@bsci.com) or call 1-855-284-1676 from 8AM-8PM EST.



Third-party financing option available to help support patients who have out-of-pocket costs associated for their Boston Scientific procedure.

Please consult with your Boston Scientific Sales Representative for details.

Caution: U.S. Federal law restricts this device to sale by or on the order of a physician.

Please note: This coding information may include codes for procedures for which Boston Scientific currently offers no cleared or approved products. In those instances, such codes have been included solely in the interest of providing users with comprehensive coding information and are not intended to promote the use of any Boston Scientific products for which they are not cleared or approved. The Health Care Provider (HCP) is solely responsible for selecting the site of service and treatment modalities appropriate for the patient based on medically appropriate needs of that patient and the independent medical judgement of the HCP.

Health economic and reimbursement information provided by Boston Scientific Corporation is gathered from third-party sources and is subject to change without notice as a result of complex and frequently changing laws, regulations, rules, and policies. This information is presented for illustrative purposes only and does not constitute reimbursement or legal advice. Boston Scientific encourages providers to submit accurate and appropriate claims for services. It is always the provider's responsibility to determine medical necessity, the proper site for delivery of any services, and to submit appropriate codes, charges, and modifiers for services rendered. It is also always the provider's responsibility to understand and comply with Medicare national coverage determinations (NCD), Medicare local coverage determinations (LCD), and any other coverage requirements established by relevant payers which can be updated frequently. Boston Scientific recommends that you consult with your payers, reimbursement specialists, and/or legal counsel regarding coding, coverage, and reimbursement matters. Boston Scientific does not promote the use of its products outside their FDA-approved/cleared label. Information included herein is current as of November 2020 but is subject to change without notice. Rates for services are effective January 1, 2021.

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.

#### **Sequestration Disclaimer**

Rates referenced in these guides do not reflect Sequestration, automatic reductions in federal spending that will result in a 2% across-the-board reduction to ALL Medicare rates as of January 1, 2021.

Boston Scientific Corporation  
300 Boston Scientific Way  
Marlborough, MA 01752  
[www.bostonscientific.com](http://www.bostonscientific.com)

©2021 Boston Scientific Corporation  
or its affiliates. All rights reserved.

MH-1075902-AA JUL 2021

**Boston  
Scientific**

Advancing science for life™