

THE DIFFERENCE IS DATA.<sup>™</sup>

# **CARTIVA**<sup>®</sup> **PATIENT HELPLINE** **PATIENT ACCESS SUPPORT PROGRAM**



The **CARTIVA**<sup>®</sup> **Patient Helpline (PHL)** provides pre-authorization assistance for patients whose commercial health insurance plans have non-coverage policies for CARTIVA SCI. The PHL can also assist with pre-authorization denials and post-service claim denials for any commercial payers on an as needed basis.

**In order to initiate the pre-authorization or appeal process, office personnel or patients can contact the CARTIVA Patient Helpline at:**

**Toll free: 844.262.3773**

**Email: [Cartiva@Patienthelpline.net](mailto:Cartiva@Patienthelpline.net)**

**Fax: 502.231.6717**

**Patient Helpline Hours:** Monday-Friday, 9am-7pm, EST

In an effort to reduce the amount of time it takes to initiate a case, we recommend having the patient complete and sign the following two forms at the initial CARTIVA consultation:

- Authorization for Use/Disclosure of Protected Health Information
- Designation of Personal Representative

**For additional information, please contact:**

Mark Spinnato, **Director Market Access and Reimbursement**  
[mark.spinnato@wright.com](mailto:mark.spinnato@wright.com)  
813.205.6907 (m)

## FAQs on CARTIVA® Patient Helpline (PHL):

### 1. What is the ultimate goal of the CARTIVA® PHL?

To obtain positive coverage for the CARTIVA SCI procedures from payers with non-coverage policies.

### 2. How does an office/or patient initiate a case?

The office or the patient can initiate a case by calling PHL at 844-262-3773 or emailing PHL at [cartiva@patienthelpline.net](mailto:cartiva@patienthelpline.net).

#### For Patients:

PHL needs the following signed forms from the patient:

- Patient Authorization for Use or Disclosure of Protected Health Information
- Designation of Personal Representative Form

#### For Offices:

PHL needs the following information from the office:

- Surgeon Contact Sheet – *(to be completed once)*
- Predetermination Request Form
- Certificate of Medical Necessity (CMN)
- Office Notes, and test results
- Tried and failed conservative treatment records

### 3. How is what PHL is doing different from what the office normally does?

Offices will do a prior authorization for covered and non-covered payers and if needed, they can appeal on behalf of the provider. However, PHL can do prior authorizations for non-covered payers and if needed will appeal on behalf of the Patient.

### 4. Why does the PHL process take so long?

- PHL has to follow insurance guidelines for prior authorizations and appeals. The entire process can range from 1 – 3 months.
- PHL can do a prior authorization for non-covered payers and it can take up to 15 – 30 days per payer guidelines.
- PHL can do level one appeals and it can take up to 30 days for payer to render a decision.
- PHL can do level two appeals and it can take up to 30 days for payer to render a decision.
- PHL can request external reviews and it can take up to 45 days for a decision to be rendered.

### 5. If a surgeon has already initiated an appeal and all levels have been denied, can a patient initiate his/her own appeal?

Yes, please have them contact PHL.

### 6. Does PHL assist with the prior authorization process for those payers that cover CARTIVA SCI?

No, those cases should be straightforward to seek approval on; however, if the office gets a denial based on medical necessity, please contact PHL and they can ascertain the denial rationale and offer the office guidance. If the office gets a denial based on experimental/investigational, please contact PHL and they will be able to assist with the appeal process.

### 7. If a case is approved, how does PHL notify the office?

PHL will call the office and the patient to notify them that they can schedule the case. PHL will send the office a copy of the written approval letter.

### 8. What are the next steps after an External Review denial?

The External Review is the final binding decision. However, PHL will analyze the denial and may have some other options on a case by case basis.

### 9. Does PHL assist with coding and reimbursement questions?

No, please contact Mark Spinnato, Director Market Access and Reimbursement with all coding and reimbursement questions:

<mailto:mark.spinnato@wright.com>  
[reimbursement@cartiva.net](mailto:reimbursement@cartiva.net)  
813.205.6907 (mobile)

