HYMOVIS Support Hotline

Coverage and coding for HYMOVIS® (high molecular weight viscoelastic hyaluronan) may vary depending on the patient’s type of health insurance and the site of service where the product is administered (ie, physician office, hospital outpatient department, or ambulatory surgical center). It will be important to conduct a benefit investigation for each patient in order to verify the following:

- Coverage and utilization restrictions, such as Prior Authorization, for HYMOVIS
- Coding for HYMOVIS
- Patient copayment or coinsurance for HYMOVIS and administration services
- Provider’s network status with plan

Upon request, the HYMOVIS Support Hotline will provide Prior Authorization support by submitting, if possible, any of the information available for a verbal Prior Authorization if the payer will accept it from the Hotline.

HYMOVIS Support Hotline offers comprehensive reimbursement assistance to practices, ambulatory surgical centers, and hospital providers. Reimbursement counselors are available to support healthcare professionals with questions and the following support services:

- Patient-specific benefit verification for medical and specialty pharmacy benefits
- Coding and billing support
- Comprehensive Prior Authorization support
- Alternative coverage research
- Claims management
- Appeals assistance
- Specialty pharmacy triage, upon request
HYMOVIS Support Hotline provides timely information to healthcare professionals in order to expedite patient access to care. In fact, most reimbursement research requests can be completed in 1 to 2 business days from the time complete information is submitted to the Hotline.

It is helpful to have the following information available when calling the Hotline to speak with a reimbursement counselor:

- Physician’s name, address, phone number, and provider number (NPI, TID, etc)
- Policy identification and group numbers
- Patient’s name, date of birth, address, and Social Security number
- Diagnosis
- Insurance company name, phone number, and fax number
- Site of care
- Name of policy holder
- Office contact name and phone number
- Name of policy holder
- Office contact name and phone number

In addition to reimbursement assistance, the HYMOVIS Support Hotline will work with you and your patients to provide additional resources that may include the following:

- Patient case management services
- Product ordering management

In order to access services available through the HYMOVIS Support Hotline, healthcare professionals and their patients are asked to fill out and sign a benefit verification request form. You can obtain the form by contacting the HYMOVIS Support Hotline, accessing it on the www.HYMOVIS.com website, or requesting one from your Fidia Pharma sales representative.

**HYMOVIS Support Hotline**
**1-866-HYMOVIS (1-866-496-6847)**