

## ProDisc Access.

Gaining Coverage with the Synthes Patient Assistance Line and Patient Appeals Support Service.



**Patient Assistance Line**  
(PAL) 800-895-7764

# ProDisc Access

---

## Introduction

The Synthes Patient Assistance Line (PAL) and Patient Appeals Support Service (PASS) have been established to help your patients secure reimbursement on a case-by-case basis. The case managers on the PAL are available to help you with the following reimbursement activities:

- General reimbursement questions
- Product coverage research
- Patient-specific insurance verification
- Predetermination and claim denial appeals guidance
- Predetermination assistance
- Predetermination denial appeals assistance

## Strategy for Success

By providing patients with the support to get individual cases covered, the PAL and PASS services work to increase overall availability of coverage for individuals for whom total disc replacement is an appropriate therapy.

For patients who wish to appeal coverage predetermination denials, the Patient Appeals Support Service (PASS) can appeal on their behalf to overturn denials. Patients have the right to external review as needed, which is a costly process for payers, often leading them to establish coverage.

---

## Successes

The PAL/PASS approach is yielding success! Take a look at the following pages, organized by region of the country, that describe just a sample of the success that patients are experiencing through the support of PAL/PASS. These situations are unique and do not represent individual results of future appeals.

## How to Reach PAL/PASS

**800-895-7764** Monday through Friday,  
9 a.m.–8 p.m. EST

**Note:** The PAL/PASS does not support off-label requests (e.g., multi-level or hybrid cases)

### Disclaimers:

- Predeterminations and appeals may require 30 days (and often more) to complete.
- The PAL makes no claims of warranty or guarantee that the information provided will assure reimbursement. Consult with each third-party payer to determine the requirements for coding and reimbursement for disc arthroplasty.

# Success Stories

## Patient Assistance Line (PAL) and Patient Assistance Support Service (PASS)

---

### East

<b>Disc:</b>	Cervical
<b>State:</b>	South Carolina
<b>Payer/Administrator:</b>	<b>CIGNA</b>
<b>Stage of Approval:</b>	2nd Level of Appeal
<b>Notes:</b>	Although CIGNA maintains a negative medical policy for cervical arthroplasty, this member's appeal was approved at the level 2 appeal process.
<b>Disc:</b>	Cervical
<b>State:</b>	Massachusetts
<b>Payer/Administrator:</b>	<b>BCBS of Massachusetts</b>
<b>Stage of Approval:</b>	Independent External Review
<b>Notes:</b>	According to the reviewer: "Cervical arthroplasty is in no way experimental or investigational...I would yield to the discretion of the individual surgeon as far as arthroplasty versus arthrodesis. Either one is acceptable and meets the standard of care for this problem"
<b>Disc:</b>	Cervical
<b>State:</b>	Florida
<b>Payer/Administrator:</b>	<b>Empire BCBS/ CarMax Inc.</b>
<b>Stage of Approval:</b>	2nd Level of Appeal
<b>Notes:</b>	After receiving a denial by Empire BCBS, PASS appealed directly to the plan administrator, CarMax, who overturned the denial in short order.

<b>Disc:</b>	Cervical
<b>State:</b>	North Carolina
<b>Payer/Administrator:</b>	<b>BCBS of North Carolina</b>
<b>Stage of Approval:</b>	Independent External Review
<b>Notes:</b>	According to reviewing physician, "It is not reasonable to delineate cervical disc replacement as experimental or investigational... numerous publications attesting to its success long term and short term and it has been FDA approved..."
<b>Disc:</b>	Cervical
<b>State:</b>	North Carolina
<b>Payer/Administrator:</b>	<b>City of Greensboro/United Healthcare</b>
<b>Stage of Approval:</b>	2nd Level of Appeal
<b>Notes:</b>	The approval letter noted, "the procedure being proposed appears to be less invasive, more economical and has a record of being more efficient relative to follow up treatments".
<b>Disc:</b>	Cervical
<b>State:</b>	North Carolina
<b>Payer/Administrator:</b>	<b>BCBS of North Carolina</b>
<b>Stage of Approval:</b>	2nd Level of Appeal
<b>Notes:</b>	This case was approved as a result of the internal independent review process where 2 Board Certified Neurological surgeons reviewed the appeal and each determined the treatment was medically necessary. The denial being overturned at the 2nd level of appeal instead of through the external review process sets a powerful precedent for future approvals.

# Success Stories

---

## Central

<b>Disc:</b>	Lumbar
<b>State:</b>	Illinois
<b>Payer/Administrator:</b>	<b>Anthem BCBS of Indianapolis</b>
<b>Stage of Approval:</b>	Independent External Review
<b>Notes:</b>	The independent reviewing physician stated, "the current literature would suggest that this patient is a candidate for an artificial disc replacement"
<b>Disc:</b>	Cervical
<b>State:</b>	Arkansas
<b>Payer/Administrator:</b>	<b>Empire BCBS</b>
<b>Stage of Approval:</b>	1st Level of Appeal
<b>Notes:</b>	Empire BCBS rendered a decision and overturned their previous denial within 30 days following the review of this matter by a third party physician reviewer (board certified physician with a specialty in Neurosurgery) who determined that cervical arthroplasty was medically necessary.
<b>Disc:</b>	Cervical
<b>State:</b>	Kentucky
<b>Payer/Administrator:</b>	<b>Humana/Baptist Health Care</b>
<b>Stage of Approval:</b>	2nd Level of Appeal
<b>Notes:</b>	Baptist Health Care Plan overturned Humana's denial of coverage, their directive to Humana: "Baptist Healthcare Systems would like this procedure to be covered due to recent FDA approval".

<b>Disc:</b>	Cervical
<b>State:</b>	Illinois
<b>Payer/Administrator:</b>	<b>State of Illinois/ HealthLink</b>
<b>Stage of Approval:</b>	Independent External Review
<b>Notes:</b>	Per physician reviewer- "Cervical arthroplasty is not an investigational or experimental device. It is now in common clinical usage it has been FDA approved for public use and is one of several standard of care treatment options. There is ample data in the literature documenting its safety and ...equivalency ...when compared to the traditional surgery of anterior discectomy and fusion".
<b>Disc:</b>	Cervical
<b>State:</b>	Illinois
<b>Payer/Administrator:</b>	<b>City of Mattoon/ Personal Care</b>
<b>Stage of Approval:</b>	1st Level of Appeal
<b>Notes:</b>	The city of Mattoon overturned the denial and directed the payer to approve the Total Disc Replacement.
<b>Disc:</b>	Cervical
<b>State:</b>	Arkansas
<b>Payer/Administrator:</b>	<b>BCBS of AR/Health Integrated Utilization Mgt</b>
<b>Stage of Approval:</b>	3rd Level of Appeal
<b>Notes:</b>	This final level of appeal was to the employer (NUCOR) who immediately overturned the prior denial and approved the procedure.

# Success Stories

---

<b>Disc:</b>	Cervical
<b>State:</b>	Colorado
<b>Payer/Administrator:</b>	<b>CIGNA</b>
<b>Stage of Approval:</b>	2nd Level of Appeal
<b>Notes:</b>	Overtake of the denial of coverage for this case was largely attributed to extensive history of previous care and treatment provided by the patient.

---

## West

**Disc:** Lumbar  
**State:** Oregon  
**Payer/Administrator:** **Pacific Source**  
**Stage of Approval:** 1st Level Of Appeal  
**Notes:** The medical director approved coverage for this case, and confirmed future requests will be reviewed on a case by case basis.

**Disc:** Lumbar  
**State:** Arizona  
**Payer/Administrator:** **Banner Health**  
**Stage of Approval:** 1st Level of Appeal  
**Notes:** The payer's Appeals and Grievance Committee approved the coverage of this ProDisc-L case under Alternative Benefits Management in less than 30 days.

**Disc:** Cervical  
**State:** Wyoming  
**Payer/Administrator:** **Union Pacific Railroad**  
**Stage of Approval:** 2nd Level of Appeal  
**Notes:** The Board of Trustees for the Union Pacific Railroad plan agreed to make a one time exception and approve the total disc replacement for this member. They indicated that they would monitor this member periodically to assess the outcome of the surgery over time. The decision to monitor this patient's progress opens the door for re-evaluation of their medical policy regarding total disc replacement.

# Success Stories

**Disc:** Cervical  
**State:** Colorado  
**Payer/Administrator:** **BCBS of Colorado**  
**Stage of Approval:** Independent External Review

**Notes:** Independent External Review was done by IMX Medical Management Services and the approval was rendered by an actively practicing physician board certified in Orthopaedic Surgery. According to this reviewer, since ProDisc-C is approved by the FDA, "this procedure is available as part of a surgeons' armamentarium once a surgeon has been trained. As such, I would yield to the discretion of the individual surgeon as far as arthroplasty versus arthrodesis. Either one is acceptable and meets the standard of care for this problem".

**Disc:** Cervical  
**State:** Colorado  
**Payer/Administrator:** **BCBS of Colorado**  
**Stage of Approval:** 2nd Level of Appeal

**Notes:** In the course of the hearing for this 2nd level appeal, PASS communicated that they had previously received approval for a cervical TDR case for BCBS of Colorado through external review. After being informed of the external review overturn and reviewing this case's documentation, BCBS of CO approved this surgery.

<b>Disc:</b>	Cervical
<b>State:</b>	Washington
<b>Payer/Administrator:</b>	<b>Healthcare Management Administrators</b>
<b>Stage of Approval:</b>	1st Level of Appeal
<b>Notes:</b>	This case was reviewed by a third party physician reviewer with MCMC as part of the level 1 appeal process, and the initial denial was overturned.
<b>Disc:</b>	Cervical
<b>State:</b>	Oregon
<b>Payer/Administrator:</b>	<b>Regence BCBS of Oregon</b>
<b>Stage of Approval:</b>	Independent External Review
<b>Notes:</b>	The independent reviewer stated, "Based upon a review of the current literature and recent scientific meetings, this procedure would no longer be considered experimental or investigational"

