

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

**BROWSER PAGE TITLE:**  
**Just diagnosed with metastatic melanoma?**

- A** Links to: <http://www.yervoy.com/patient/about-yervoy.aspx>
  - B** Links to: <http://www.yervoy.com/patient/side-effects.aspx>
  - C** Links to: <http://www.yervoy.com/patient/support.aspx>
  - D** Links to: <http://www.yervoy.com/patient/for-caregivers.aspx>
  - E** Links to: <http://www.yervoy.com/patient/paying-for-yervoy.aspx>
  - F** Links to: <http://www.yervoy.com/patient/resources.aspx>
  - G** Links to: <http://www.yervoy.com/patient/yervoycommunity.aspx>
  - H** Links to: <https://www.hcp.yervoy.com/pages/index.aspx>
  - I** Links to: <http://www.yervoy.com/patient/about-yervoy/important-safety-information.aspx>
  - J** Links to: <http://www.yervoy.com/patient/about-yervoy/important-safety-information.aspx>
  - K** Opens pdf: 731US13CB500601
  - L** Opens pdf: 731US13BR00090-01-01
  - M** Links to: <http://www.yervoy.com/patient/home.aspx#ISIFooter>
  - N** Links to: <http://www.yervoy.com/patient/about-yervoy/trial-results.aspx>
  - O** Links to: <https://www.yervoy.com/patient/support/yervoy-support-program.aspx>
  - P** Links to: <https://www.yervoy.com/patient/about-yervoy/how-yervoy-is-thought-to-work.aspx>
- Links to: <http://www.yervoy.com/patient/about-yervoy/important-safety-information.aspx>

**BMS | Access Support | Home**

<http://www.bmsaccesssupport.com/index.aspx>

**Bristol-Myers Squibb**  
**access|support**  
 YOUR PATIENT. OUR COMMITMENT.

Bristol-Myers Squibb Oncology is committed to helping appropriate patients get access to our medications by providing reimbursement support services for healthcare professionals.  
 This site is intended for US healthcare professionals and/or professionals involved in healthcare reimbursement.

HOME PRODUCTS PROGRAMS RESOURCES ABOUT **SUPPORT CENTER**

**find**  
**BILLING AND DIAGNOSIS CODES**  
 Find codes by diagnosis or service and get information for billing.  
**CHOOSE A PRODUCT**

The accurate completion of reimbursement- or coverage-related documentation is the responsibility of the healthcare provider and patient. Bristol-Myers Squibb and its agents make no guarantee regarding reimbursement for any service or item.

**J-CODE**

**REIMBURSEMENT form locator**  
 We provide reimbursement specialists with the forms they need to help their patients navigate through the reimbursement process.  
**CHOOSE A PRODUCT**

Related Information:  
 Form tutorial  
 Benefits investigation process  
 Prior authorization process flow  
 Assistance with appealing claims

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**SEARCH access support**  
 Type a question, diagnosis code, or form name below to begin.

**MANAGE MY BMS Oncology Cases**  
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HOME PRODUCTS PROGRAMS RESOURCES ABOUT **SUPPORT CENTER**

**locate**  
**PRIOR AUTHORIZATION ASSISTANCE**  
Understand how Access Support can work with you to obtain or appeal a Prior Authorization.  
**PRIOR AUTHORIZATION INFO**

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HOME PRODUCTS PROGRAMS RESOURCES ABOUT **SUPPORT CENTER**

**get APPEALS ASSISTANCE**  
 See how Access Support can assist in navigating the appeals process to help you address denied coverage and claims.

GET CLAIMS ASSISTANCE →

LEVEL 1 OF APPEAL → LEVEL 2 OF APPEAL → LEVEL 3 OF APPEAL

The accurate completion of reimbursement- or coverage-related documentation is the responsibility of the healthcare provider and patient. Bristol-Myers Squibb and its agents make no guarantee regarding reimbursement for any service or item.

**REIMBURSEMENT form locator**  
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**BMS | Access Support | Home**

Monday, July 22, 2013

**MY BMS ONCOLOGY CASES**

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For U.S. Healthcare Professionals and/or professionals involved in healthcare reimbursement

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Home Registration Patient Tools

User Name  Password  **LOG IN**

Please protect the confidentiality of your patients by not revealing or sharing login credentials.  
[Forgot User Name](#) | [Forgot Password](#)

**MY BMS ONCOLOGY CASES | SERVICES**  
Enroll, track, and manage your reimbursement cases here.

Download Forms Find Information Manage Reimbursement Cases

**CLICK HERE**

To register for online services, click here:  
**Register Now >**

If you are a registered user, please log in above.

**CONTACT US**

**Phone Numbers**  
Voice: 800-861-0048  
Fax: 888-776-2370

Hours: Monday through Friday  
8 A.M. to 8 P.M. ET

**Bristol-Myers Squibb**

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ONUS12UBMS28201 12/12

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE: Just diagnosed with metastatic melanoma?

The screenshot shows the BMS Access Support website. At the top, there is a navigation bar with links for HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and SUPPORT CENTER. Below this is a large blue banner with the word 'SHARE' in white. A 'SHARE THIS SITE' button is prominently displayed. To the right, there is a search bar and a 'MANAGE MY BMS Oncology Cases' section. The main content area features a 'Share This Site' form with fields for name and email, and a 'SEND' button. The footer contains a navigation menu, copyright information, and a disclaimer.

**SHARE THIS SITE**

**Share This Site**

If you know of a colleague who may benefit from learning about Access Support, you may send him or her an e-mail.

To share this site with a colleague, please complete the following form. We will send your colleague an e-mail with a link to this Website.

When you are finished, click "Send."

The information you provide will not be used or retained by Bristol-Myers Squibb for any communication other than this "Share This Site" e-mail message. The use of the information on this site is subject to the terms of our [Legal Notice](#) and [Privacy Policy](#).

**\*All fields are required**

\*Your Name:

\*Your E-mail Address:

\*Recipient's Name:

\*Recipient's E-mail Address:

The information you've provided us may be used by Bristol-Myers Squibb, or parties acting on its behalf, to contact you via mail, telephone, in electronic format or otherwise, in the future, for market research, clinical trials, and other information and offers that it believes to be of interest to you. This information may be provided to other parties that Bristol-Myers Squibb is working with, including but not limited to its subsidiaries and affiliates, in order to help develop programs and provide services that may be of interest to you or for processing mailing and/or Internet-based delivery purposes. Please be aware that from time to time our [Privacy Policy](#) may change.

Please understand that you can stop all future contacts at any time by calling 1-800-380-4335 or [Unsubscribe now](#).

**SEND** **CANCEL**

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4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE: Just diagnosed with metastatic melanoma?

The screenshot shows the BMS Access Support website with a modal window titled "SCHEDULE A CALL FROM A REIMBURSEMENT SUPPORT COUNSELOR". The modal contains the following fields and sections:

- Navigation:** "SCHEDULE A CALL" and "REQUEST A VISIT" tabs.
- Form Fields:**
  - \*FIRST NAME: [Text Input]
  - \*LAST NAME: [Text Input]
  - \*PHONE NUMBER: [Text Input with mask XXX-XXX-XXXX]
  - \*PRACTICE NAME: [Text Input]
  - \*STATE: [Dropdown Menu]
  - BEST TIME TO CALL: [mm/dd/yyyy] [Dropdown Menu]
  - REASON FOR CALL: [Dropdown Menu]
  - CASE NUMBER: [Text Input with "OPTIONAL" label]
- Required Fields:** A red asterisk label above the first four fields.
- PHONE:** 1-800-861-0048 (8AM to 8PM ET, Mon-Fri)
- FAX:** 1-888-776-2370
- LEGAL DISCLAIMER:** A block of text explaining the use of user information for contact and services.
- Action:** A blue "SCHEDULE" button with a right-pointing arrow.

The background website includes a navigation menu (HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, SUPPORT CENTER), a "find BILLING AND DIAGNOSIS" section, a "REIMBURSEMENT form locator" section, and a footer with copyright information and a date of 06/12.

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE: Just diagnosed with metastatic melanoma?

The screenshot shows a web browser window with the URL <http://www.bmsaccesssupport.com/about.aspx>. The page header includes the BMS logo and navigation links: HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and SUPPORT CENTER. A modal window is open, titled "REQUEST A VISIT FROM A BMS REIMBURSEMENT SPECIALIST".

**Modal Window Content:**

- PHONE:** 1-800-861-0048 (8AM to 8PM ET, Mon-Fri)
- FAX:** 1-888-776-2370
- LEGAL DISCLAIMER:** The information you've provided us may be used by Bristol-Myers Squibb, or parties acting on its behalf, to contact you via mail, telephone, in electronic format, or otherwise, in the future, for market research, clinical trials, and other information and offers that it believes to be of interest to you. This information may be provided to other parties that Bristol-Myers Squibb is working with, including but not limited to its subsidiaries and affiliates, in order to help develop programs and provide services that may be of interest to you, or for information processing, mailing, and/or internet-based delivery purposes. Please be aware that from time to time our Privacy Policy may change. You can read the most recent version of our [Policy here](#).
- Form Fields:**
  - \*FIRST NAME:
  - \*LAST NAME:
  - \*PHONE NUMBER:
  - \*PRACTICE NAME:
  - \*ADDRESS:
  - \*STATE:  ZIP CODE:
  - \*EMAIL ADDRESS:
  - BEST TIME TO CALL:
- Buttons:** SCHEDULE (with right arrow)

The background page features a "locate PRIOR AUTHORIZATION ASSISTANCE" section and a "REIMBURSEMENT form locator" section. The footer contains copyright information for Bristol-Myers Squibb Company, dated 2012, and a reference number 693US12WA17801 11/12.

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BMS | Access Support | Home

http://www.bms.com/legal/Pages/notice.aspx

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SEARCH

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Effective Date: June 4, 2013

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**Update and Correction of Personally Identifiable Information.** You may contact us to update or correct much of your personally identifiable information that you provide to us through the Web site other than the limited information described below under the Regulatory Requirements section, or to opt-out from our mailings and other services and communications that you may have signed up for. To do so, please contact us at (800)-332-2056.

**Security.** We take reasonable precautions to maintain the protection of personally identifiable information collected through this Web site and used in accordance with this Privacy Statement. In addition to technical safeguards, we also use physical controls and procedures to safeguard your personally identifiable information. However, we cannot guarantee that it is completely secure from people who might attempt to evade our security measures or intercept transmissions over the Internet.

**Use of Cookies.** We may store some information on your computer using a technique your browser supports called "cookies". The cookies are used for a variety of purposes, including but not limited to helping you login (e.g., remembering your user name if you register or login), remembering some of your customized user preferences, to help us better understand how people use our Web site, to collect anonymous traffic data, and to help us improve our Web site. In some cases, this information will help us tailor content to your interests or help us avoid asking for the same information when you revisit our Web site. The cookies set by our Web sites are used only by our Web sites. With respect to collecting anonymous traffic data, we may use third parties to collect such data on our behalf. To disable or limit the use of cookies, please refer to the options provided by your Internet browser. If you do so, however, some pages or features (such as customized products/services or user preferences) on this Web site may not work properly.

**Online Behavioral Advertising.** We may tailor online advertisements to you by matching offers to a summary of your interests. Your interests could come from several sources including your browsing activity and your response to online advertisements. In such circumstances 3rd parties collect and store data about your interests and online activity. When you see a Bristol-Myers Squibb online advertisement, you can click on the "Ad Choices" icon within the advertisement which will take you to a page where you can learn more about online behavioral advertising and manage, or opt out of the targeting technology from the 3rd parties who collect your data. If you opt out, you may still see

#### 4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

##### BROWSER PAGE TITLE:

Just diagnosed with metastatic melanoma?

advertisements online, including advertisements from Bristol-Myers Squibb brands. In some cases, data may still be collected about your browsing activity by these 3rd parties but they will not use this information to select advertisements you see online.

**Web Beacons.** A Web Beacon is a clear GIF (Graphics Interchange Format) image or pixel tag (also known as a "Web beacon") that companies place on their Web sites to allow an Internet advertising or audience measurement company to help them analyze their advertising campaigns and general usage patterns of visitors to their Web sites. Bristol-Myers Squibb uses Web beacons on some of its Web sites. Subject to the transfer of control situation described below, Bristol-Myers Squibb will not sell or rent your personally identifiable information.

**Web Server Data Collection and IP Addresses.** With or without cookies, our Web site keeps track of usage data, such as the source address that a page request is coming from (i.e., your IP address, domain name), date and time of the page request, the referring Web site (if any), and other parameters in the URL (e.g., search criteria). We use this data to better understand Web site usage on the whole and to determine which areas of our Web site users prefer (e.g., based on the number of visits to those areas). This information is stored and used by Bristol-Myers Squibb for statistical reporting. In some cases, to provide you better tailored programs and information, we may collect and consolidate your online information, and match it with personally identifiable information collected from other resources and programs.

**Transfer of Control.** Circumstances may arise where we decide to reorganize or divest part or all of our business or of a line of our business, including our information databases and Web sites, through a sale, divestiture, merger, acquisition, or other means of transfer. In any such circumstance, personally identifiable information may be shared with, sold, transferred, rented, licensed or otherwise provided or made available by us or on our behalf to actual or potential parties to, and in connection with, the contemplated transaction (without your consent or any further notice to you). In such circumstances, we will seek written assurances that personally identifiable information submitted through this Web site will be protected appropriately.

**Regulatory Requirements.** If you contact us regarding your experience with using any of our products, we may use the information you provide in submitting reports to the U.S. Food and Drug Administration, and as otherwise required of us by law or governmental audit. We may also use the information to contact your healthcare professional to follow up regarding an unexpected event involving the use of any one of our products. You understand that in order to comply with the law, Bristol-Myers Squibb may not be permitted to comply with your request to amend or remove personally identifiable information that was provided to Bristol-Myers Squibb by a healthcare professional or a consumer regarding an adverse event or reaction involving medicine, medical products or medical devices.

**Law Enforcement.** In rare situations, we may be required by court order or other legal or regulatory process, or as otherwise required by law to divulge personally identifiable information to law enforcement authorities, the courts, or regulatory authorities. Bristol-Myers Squibb will cooperate in responding to such requests, in accordance with the regulatory or legal process, and will take appropriate measures to ensure that the requester understands the sensitive nature of any health-related personally identifiable information they receive.

**Privacy Policies Governing Linked Web Sites.** As a convenience to our visitors, the Web site contains links to other Web sites that may offer useful information. The Internet Privacy Statement described here does not apply to your use of those other Web sites. Before using the linked Web sites, please review their Internet privacy statements to understand how they use and protect personally identifiable information.

**Changes in Our Privacy Statement.** Bristol-Myers Squibb may at any time revise this privacy statement by updating this posting. You are bound by any such revisions and should therefore periodically visit this page to review the most current privacy statement.

**Online Privacy for Children.** We are committed to protecting the privacy of children. We do not intend to collect personally identifiable information from children under 18 years old. If a child has provided us with personally identifiable information, the parent or guardian of that child may contact us at (877) 274-0626.

**Policy on Use of Social Security Numbers.** Bristol-Myers Squibb has a policy which provides for the proper use and protection of Social Security numbers obtained in the course of doing business by Bristol-Myers Squibb. Such policy protects the confidentiality of Social Security numbers, prohibits unlawful disclosure of Social Security numbers, and limits access to Social Security numbers. This policy applies to all methods of collection of Social Security numbers, including Social Security numbers obtained by oral, written and electronic means.

**Questions.** If you have any questions about the Web site's Internet Privacy Statement or other aspects of privacy on our Web site, please contact us at:

Bristol-Myers Squibb  
P.O. Box 640  
Palatine, IL 60078-0640  
800-332-2056  
e-mail

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE: Just diagnosed with metastatic melanoma?

The screenshot shows a web browser window with the URL [http://www.bmsaccesssupport.com/programs/benefits\\_investigation.aspx](http://www.bmsaccesssupport.com/programs/benefits_investigation.aspx). The page header includes the Bristol-Myers Squibb logo and the text "access support YOUR PATIENT. OUR COMMITMENT." A navigation menu contains links for HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and SUPPORT CENTER. The main heading is "PROGRAMS".

The content area is titled "What Types of Services Does Access Support Offer?" and features four service categories: BENEFITS INVESTIGATION (highlighted), PRIOR AUTHORIZATION, CLAIMS APPEALS, and PATIENT FINANCIAL ASSISTANCE. The "BENEFITS INVESTIGATION" section includes a "Personalized Support" sub-heading and text explaining that it assists patients and healthcare providers with understanding drug coverage and out-of-pocket responsibility. It also mentions that counselors are assigned to specific geographies and that the service can investigate coverage for various health plans. A list of steps to initiate the process is provided, including downloading enrollment forms, faxing to 1-888-776-2370, and confirming receipt by calling 1-800-861-0048.

On the right side, there is a search bar for "access support" and a "MANAGE MY BMS Oncology Cases" section with a "MANAGE CASES" button. The footer contains a navigation menu with links for PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and LEGAL, along with copyright information and a disclaimer: "The coding, coverage, and payment information contained within this Website is current as of 06/12."

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE:  
Just diagnosed with metastatic melanoma?

**BMS | Access Support | Programs | Prior Authorization**

http://www.bmsaccesssupport.com/programs/prior\_authorization.aspx

**access|support**  
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HOME PRODUCTS PROGRAMS RESOURCES ABOUT SUPPORT CENTER

**PROGRAMS**

What Types of Services Does Access Support Offer?

BENEFITS INVESTIGATION **PRIOR AUTHORIZATION** CLAIMS APPEALS PATIENT FINANCIAL ASSISTANCE

SEARCH access support

MANAGE MY BMS Oncology Cases

**Prior Authorization**

Access Support can help physicians obtain a prior authorization form when one is required by the patient's health plan.

Some health insurers require that a prior authorization be issued before certain items or services are covered. A Prior Authorization is used by many commercial health insurers, managed care organizations (including Medicare Advantage Plans), and other health insurers to determine medical necessity for a healthcare service prior to the time claims are considered for coverage. When Prior Authorization is pursued prior to the time a service is rendered, it helps ensure that the patient understands coverage for the service before a financial obligation to the provider may be incurred. Health insurers may require a Prior Authorization as part of their coverage policy. Failure to obtain a prior authorization from some health insurers before service is rendered may cause a claim to be denied coverage, despite the fact that the claim would have otherwise been covered.

Some insurers will make a predetermination of coverage decision upon request. A predetermination generally applies to an item or service for which the health insurer does not require a prior authorization. If, after providing a predetermination decision, the health insurer indicates that the item or service will be denied coverage, the physician or patient can appeal the decision.

**Prior Authorization Appeals**

Physicians and patients can appeal an insurer's decision to deny a prior authorization. Many states mandate that insurers maintain coverage appeal processes, including an expedited process that must be completed within a relatively short period of time (e.g., 72 hours). Preparation for the appeal of a denied prior authorization is much the same as preparation for the appeal of claims that are denied coverage, as discussed below.

**Note:** The Medicare program publishes Medicare coverage policies and claims are considered for coverage at the time they are presented for payment. Providers are responsible for understanding Medicare coverage policy and advising patients when a non-covered service is rendered (for services that are included within the scope of the Medicare program, such as chemotherapy). Before a Medicare beneficiary can be billed for a non-covered service that is within scope, the patient must sign an Advance Beneficiary Notice, or "ABN," acknowledging contingent financial responsibility (contingent upon non-coverage of the service by the Medicare program). Medicare beneficiaries should not be billed for non-covered services that are within scope unless the provider is in possession of a properly executed ABN Form pertaining to the billed service.

Health insurers may require specific forms and supporting documents before a Prior Authorization may be issued (ie, history and physicals, pathology reports, etc.).

**Obtaining Prior Authorization: An Example Process Flow**

The following algorithm illustrates the prior authorization assistance process through Access Support™ for infusible agents. Health insurers may require specific forms and supporting documents (e.g., history and physicals, pathology reports, etc.) for Prior Authorization.

STEP 1 → STEP 2 → STEP 3 → STEP 4 → STEP 5 → STEP 6

**Verify Patient Coverage.**  
**Is your patient insured?**

Yes  No

**What you'll need for Prior Authorization Assistance from Access Support:**

- Patient demographics
- Complete insurance information and copy of card
- Physician demographics and signature
- Diagnosis
- Drug

The accurate completion of reimbursement- or coverage-related documentation is the responsibility of the healthcare provider and patient. Bristol-Myers Squibb and its agents make no guarantee regarding reimbursement for any service or item.

This process flow serves as an aid to understanding the reimbursement and appeals processes. Please consult a beneficiary's insurer regarding coverage policies.

**Note:** Medicare Part B publishes national and local coverage policies,<sup>1</sup> and considers claims for coverage only at the time providers present them to a Medicare Administrative Contractor for payment. Providers must understand Medicare coverage policy. If original Medicare denies a service as "not reasonable and necessary," the provider may only bill the patient for the denied service if the provider obtained a signed Advance Beneficiary Notice (ABN) from the patient before the service was provided. If a properly executed ABN has not been obtained, the provider may not bill the patient for the service denied as "not reasonable and necessary." An ABN has been designed and approved by CMS for this purpose and is available on the CMS Website at [http://www.cms.hhs.gov/BNI/02\\_ABN.asp](http://www.cms.hhs.gov/BNI/02_ABN.asp).<sup>2</sup> This form was created for Medicare Part B and does not apply to Medicare Advantage plans or Medicare Part D, which may have their own unique prior authorization and patient notification procedures.<sup>3</sup>

References:

1. Medicare Rights Center. Medicare Part D appeals. <http://www.medicarerights.org>. Accessed December 08, 2011.
2. Centers for Medicare & Medicaid Services. The Medicare Appeals Process. <http://www.cms.hhs.gov/MLNProducts/downloads/MedicareAppealsProcess.pdf>. Accessed December 08, 2011.
3. Centers for Medicare & Medicaid Services. Medicare claims processing manual. <http://www.cms.hhs.gov/Manuals/10M/itemdetail.asp?filterType=none&filterByDID=%2059&sortByDID=1&sortOrder=ascending&itemID=CMS018912>. Accessed December 08, 2011.

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PRODUCTS PROGRAMS RESOURCES ABOUT LEGAL  
Patient Financial Assistance Forms & Documents About Access Support Legal Notice  
Prior Authorization Glossary Contact Us Privacy Policy  
Claims & Appeals Links My BMS Oncology Cases

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The coding, coverage, and payment information contained within this Website is current as of 06/12.

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE:  
Just diagnosed with metastatic melanoma?

The screenshot shows the BMS Access Support website. The browser address bar displays 'http://www.bmsaccesssupport.com/programs/prior\_authorization.aspx'. The page header includes the BMS logo and navigation links: HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and SUPPORT CENTER. The main heading is 'PROGRAMS'. Below this, a section titled 'What Types of Services Does Access Support Offer?' features buttons for 'BENEFITS INVESTIGATION', 'PRIOR AUTHORIZATION', 'CLAIMS APPEALS', and 'PATIENT FINANCIAL ASSISTANCE'. The 'PRIOR AUTHORIZATION' button is highlighted. Below the buttons, there are links for 'Prior Authorization Appeals' and 'Medicare Part D Appeals'. The 'Prior Authorization' section explains that Access Support can help physicians obtain a prior authorization form. It notes that some health insurers require a prior authorization before certain items or services are covered. A section titled 'Prior Authorization Appeals' explains that physicians and patients can appeal an insurer's decision to deny a prior authorization. A flowchart titled 'Obtaining Prior Authorization: An Example Process Flow' shows a six-step process starting with 'Benefits Investigation'. A list of requirements for prior authorization assistance includes patient demographics, insurance information, physician details, diagnosis, and drug information. The footer contains navigation links for PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and LEGAL, along with copyright information for Bristol-Myers Squibb.

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE: Just diagnosed with metastatic melanoma?

The screenshot shows the BMS Access Support website. The browser address bar displays 'http://www.bmsaccesssupport.com/programs/prior\_authorization.aspx'. The page header includes the BMS logo and navigation links: HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and a prominent SUPPORT CENTER button. The main content area is titled 'PROGRAMS' and features a sub-header 'What Types of Services Does Access Support Offer?'. Below this are four buttons: BENEFITS INVESTIGATION, PRIOR AUTHORIZATION (highlighted), CLAIMS APPEALS, and PATIENT FINANCIAL ASSISTANCE. A search bar on the right is labeled 'SEARCH access support'. A 'MANAGE MY BMS Oncology Cases' section is also visible. The main text explains that Access Support helps physicians obtain prior authorization forms. It details requirements for health insurers, the process of predetermination of coverage, and the appeal process. A 'Prior Authorization Appeals' section follows, explaining that physicians and patients can appeal a denial. A process flow diagram for 'Obtaining Prior Authorization' is shown, consisting of six steps. Below the diagram is a form asking 'Is Prior Authorization Required?' with 'Yes' selected. A list of requirements for assistance is provided, including patient demographics, insurance information, physician details, diagnosis, and drug information. The page concludes with a note about Medicare Part B policies, references, and a footer with contact information and legal notices.

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE:  
Just diagnosed with metastatic melanoma?

**BMS | Access Support | Programs | Prior Authorization**

http://www.bmsaccesssupport.com/programs/prior\_authorization.aspx

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HOME PRODUCTS PROGRAMS RESOURCES ABOUT SUPPORT CENTER

**PROGRAMS**

What Types of Services Does Access Support Offer?

BENEFITS INVESTIGATION **PRIOR AUTHORIZATION** CLAIMS APPEALS PATIENT FINANCIAL ASSISTANCE

SEARCH access support

MANAGE MY BMS Oncology Cases

**Prior Authorization**

Access Support can help physicians obtain a prior authorization form when one is required by the patient's health plan.

Some health insurers require that a prior authorization be issued before certain items or services are covered. A Prior Authorization is used by many commercial health insurers, managed care organizations (including Medicare Advantage Plans), and other health insurers to determine medical necessity for a healthcare service prior to the time claims are considered for coverage. When Prior Authorization is pursued prior to the time a service is rendered, it helps ensure that the patient understands coverage for the service before a financial obligation to the provider may be incurred. Health insurers may require a Prior Authorization as part of their coverage policy. Failure to obtain a prior authorization from some health insurers before service is rendered may cause a claim to be denied coverage, despite the fact that the claim would have otherwise been covered.

Some insurers will make a predetermination of coverage decision upon request. A predetermination generally applies to an item or service for which the health insurer does not require a prior authorization. If, after providing a predetermination decision, the health insurer indicates that the item or service will be denied coverage, the physician or patient can appeal the decision.

**Prior Authorization Appeals**

Physicians and patients can appeal an insurer's decision to deny a prior authorization. Many states mandate that insurers maintain coverage appeal processes, including an expedited process that must be completed within a relatively short period of time (e.g., 72 hours). Preparation for the appeal of a denied prior authorization is much the same as preparation for the appeal of claims that are denied coverage, as discussed below.

**Note:** The Medicare program publishes Medicare coverage policies and claims are considered for coverage at the time they are presented for payment. Providers are responsible for understanding Medicare coverage policy and advising patients when a non-covered service is rendered (for services that are included within the scope of the Medicare program, such as chemotherapy). Before a Medicare beneficiary can be billed for a non-covered service that is within scope, the patient must sign an Advance Beneficiary Notice, or "ABN," acknowledging contingent financial responsibility (contingent upon non-coverage of the service by the Medicare program). Medicare beneficiaries should not be billed for non-covered services that are within scope unless the provider is in possession of a properly executed ABN Form pertaining to the billed service.

Health insurers may require specific forms and supporting documents before a Prior Authorization may be issued (ie, history and physicals, pathology reports, etc.).

**Obtaining Prior Authorization: An Example Process Flow**

The following algorithm illustrates the prior authorization assistance process through Access Support™ for infusible agents. Health insurers may require specific forms and supporting documents (e.g., history and physicals, pathology reports, etc.) for Prior Authorization.

STEP 1 → STEP 2 → STEP 3 → **STEP 4** → STEP 5 → STEP 6

**Was prior authorization received?**  
 Yes  No **NEXT**

**What you'll need for Prior Authorization Assistance from Access Support:**

- Patient demographics
- Complete insurance information and copy of card
- Physician demographics and signature
- Diagnosis
- Drug

The accurate completion of reimbursement- or coverage-related documentation is the responsibility of the healthcare provider and patient. Bristol-Myers Squibb and its agents make no guarantee regarding reimbursement for any service or item.

This process flow serves as an aid to understanding the reimbursement and appeals processes. Please consult a beneficiary's insurer regarding coverage policies.

**Note:** Medicare Part B publishes national and local coverage policies,<sup>1</sup> and considers claims for coverage only at the time providers present them to a Medicare Administrative Contractor for payment. Providers must understand Medicare coverage policy. If original Medicare denies a service as "not reasonable and necessary," the provider may only bill the patient for the denied service if the provider obtained a signed Advance Beneficiary Notice (ABN) from the patient before the service was provided. If a properly executed ABN has not been obtained, the provider may not bill the patient for the service denied as "not reasonable and necessary." An ABN has been designed and approved by CMS for this purpose and is available on the CMS Website at [http://www.cms.hhs.gov/BNI/02\\_ABN.asp](http://www.cms.hhs.gov/BNI/02_ABN.asp).<sup>2</sup> This form was created for Medicare Part B and does not apply to Medicare Advantage plans or Medicare Part D, which may have their own unique prior authorization and patient notification procedures.<sup>3</sup>

References:  
 1. Medicare Rights Center. Medicare Part D appeals. <http://www.medicarerights.org>. Accessed December 08, 2011.  
 2. Centers for Medicare & Medicaid Services. The Medicare Appeals Process. <http://www.cms.hhs.gov/MLNProducts/downloads/MedicareAppealsProcess.pdf>. Accessed December 08, 2011.  
 3. Centers for Medicare & Medicaid Services. Medicare claims processing manual. <http://www.cms.hhs.gov/Manuals/10M/itemdetail.asp?filterType=none&filterByDID=%2059&sortByDID=1&sortOrder=ascending&itemID=CMS018912>. Accessed December 08, 2011.

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The coding, coverage, and payment information contained within this Website is current as of 06/12.

4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE:  
Just diagnosed with metastatic melanoma?

The screenshot shows the BMS Access Support website. The browser address bar displays 'http://www.bmsaccesssupport.com/programs/prior\_authorization.aspx'. The page header includes the BMS logo and navigation links: HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and a prominent SUPPORT CENTER button. The main content area is titled 'PROGRAMS' and features a navigation menu with 'PRIOR AUTHORIZATION' selected. Below this, there are sections for 'What Types of Services Does Access Support Offer?' with buttons for 'BENEFITS INVESTIGATION', 'PRIOR AUTHORIZATION', 'CLAIMS APPEALS', and 'PATIENT FINANCIAL ASSISTANCE'. A search bar is located on the right side. The 'Prior Authorization' section explains that it helps physicians obtain forms when required by a patient's health plan. It includes a process flow diagram with six steps, where the fifth step is highlighted: 'You now have payer authorization.' Below this, a list of requirements for prior authorization assistance is provided, including patient demographics, insurance information, physician signatures, diagnosis, and drug details. The page concludes with a footer containing navigation links, a copyright notice for 2012 Bristol-Myers Squibb, and a disclaimer about the accuracy of the information as of 06/12.



4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE:  
Just diagnosed with metastatic melanoma?

**BMS | Access Support | Programs | Prior Authorization**

http://www.bmsaccesssupport.com/programs/prior\_authorization.aspx

**access|support**  
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HOME PRODUCTS PROGRAMS RESOURCES ABOUT SUPPORT CENTER

**PROGRAMS**

What Types of Services Does Access Support Offer?

BENEFITS INVESTIGATION **PRIOR AUTHORIZATION** CLAIMS APPEALS PATIENT FINANCIAL ASSISTANCE

SEARCH access support

MANAGE MY BMS Oncology Cases

**Prior Authorization**

Access Support can help physicians obtain a prior authorization form when one is required by the patient's health plan.

Some health insurers require that a prior authorization be issued before certain items or services are covered. A Prior Authorization is used by many commercial health insurers, managed care organizations (including Medicare Advantage Plans), and other health insurers to determine medical necessity for a healthcare service prior to the time claims are considered for coverage. When Prior Authorization is pursued prior to the time a service is rendered, it helps ensure that the patient understands coverage for the service before a financial obligation to the provider may be incurred. Health insurers may require a Prior Authorization as part of their coverage policy. Failure to obtain a prior authorization from some health insurers before service is rendered may cause a claim to be denied coverage, despite the fact that the claim would have otherwise been covered.

Some insurers will make a predetermination of coverage decision upon request. A predetermination generally applies to an item or service for which the health insurer does not require a prior authorization. If, after providing a predetermination decision, the health insurer indicates that the item or service will be denied coverage, the physician or patient can appeal the decision.

**Prior Authorization Appeals**

Physicians and patients can appeal an insurer's decision to deny a prior authorization. Many states mandate that insurers maintain coverage appeal processes, including an expedited process that must be completed within a relatively short period of time (e.g., 72 hours). Preparation for the appeal of a denied prior authorization is much the same as preparation for the appeal of claims that are denied coverage, as discussed below.

**Note:** The Medicare program publishes Medicare coverage policies and claims are considered for coverage at the time they are presented for payment. Providers are responsible for understanding Medicare coverage policy and advising patients when a non-covered service is rendered (for services that are included within the scope of the Medicare program, such as chemotherapy). Before a Medicare beneficiary can be billed for a non-covered service that is within scope, the patient must sign an Advance Beneficiary Notice, or "ABN," acknowledging contingent financial responsibility (contingent upon non-coverage of the service by the Medicare program). Medicare beneficiaries should not be billed for non-covered services that are within scope unless the provider is in possession of a properly executed ABN Form pertaining to the billed service.

Health insurers may require specific forms and supporting documents before a Prior Authorization may be issued (ie, history and physicals, pathology reports, etc.).

**Obtaining Prior Authorization: An Example Process Flow**

The following algorithm illustrates the prior authorization assistance process through Access Support™ for infusible agents. Health insurers may require specific forms and supporting documents (e.g., history and physicals, pathology reports, etc.) for Prior Authorization.

STEP 1 → STEP 2 → STEP 3 → STEP 4 → STEP 5 → STEP 6

**Claim approved / patient received medication.**

Yes  No [START OVER](#)

**What you'll need for Prior Authorization Assistance from Access Support:**

- Patient demographics
- Complete insurance information and copy of card
- Physician demographics and signature
- Diagnosis
- Drug

The accurate completion of reimbursement- or coverage-related documentation is the responsibility of the healthcare provider and patient. Bristol-Myers Squibb and its agents make no guarantee regarding reimbursement for any service or item.

This process flow serves as an aid to understanding the reimbursement and appeals processes. Please consult a beneficiary's insurer regarding coverage policies.

**Note:** Medicare Part B publishes national and local coverage policies,<sup>1</sup> and considers claims for coverage only at the time providers present them to a Medicare Administrative Contractor for payment. Providers must understand Medicare coverage policy. If original Medicare denies a service as "not reasonable and necessary," the provider may only bill the patient for the denied service if the provider obtained a signed Advance Beneficiary Notice (ABN) from the patient before the service was provided. If a properly executed ABN has not been obtained, the provider may not bill the patient for the service denied as "not reasonable and necessary." An ABN has been designed and approved by CMS for this purpose and is available on the CMS Website at [http://www.cms.hhs.gov/BNI/02\\_ABN.asp](http://www.cms.hhs.gov/BNI/02_ABN.asp).<sup>2</sup> This form was created for Medicare Part B and does not apply to Medicare Advantage plans or Medicare Part D, which may have their own unique prior authorization and patient notification procedures.<sup>3</sup>

References:

1. Medicare Rights Center. Medicare Part D appeals. <http://www.medicarerights.org>. Accessed December 08, 2011.
2. Centers for Medicare & Medicaid Services. The Medicare Appeals Process. <http://www.cms.hhs.gov/MLNProducts/downloads/MedicareAppealsProcess.pdf>. Accessed December 08, 2011.
3. Centers for Medicare & Medicaid Services. Medicare claims processing manual. <http://www.cms.hhs.gov/Manuals/10M/itemdetail.asp?filterType=none&filterByDID=%2059&sortByDID=1&sortOrder=ascending&itemID=CMS018912>. Accessed December 08, 2011.

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<a href="#">PRODUCTS</a>	<a href="#">PROGRAMS</a> Patient Financial Assistance Prior Authorization Claims & Appeals	<a href="#">RESOURCES</a> Forms & Documents Glossary Links	<a href="#">ABOUT</a> About Access Support Contact Us My BMS Oncology Cases	<a href="#">LEGAL</a> Legal Notice Privacy Policy
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4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

**BROWSER PAGE TITLE:**  
Just diagnosed with metastatic melanoma?

BMS | Access Support | Programs | Claims Appeals
SHARE



**access|support**  
YOUR PATIENT. OUR COMMITMENT.

Bristol-Myers Squibb Oncology is committed to helping appropriate patients get access to our medications by providing reimbursement support services for healthcare professionals.

*This site is intended for US healthcare professionals and/or professionals involved in healthcare reimbursement.*

HOME
PRODUCTS
PROGRAMS
RESOURCES
ABOUT
SUPPORT CENTER

PROGRAMS

**What Types of Services Does Access Support Offer?**

BENEFITS INVESTIGATION

PRIOR AUTHORIZATION

CLAIMS APPEALS

PATIENT FINANCIAL ASSISTANCE

Provides guidance for efficiently addressing coverage denials, denied claims, or scope of coverage disagreements.

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**Appeals Assistance**

Almost all health insurers have a specific process to appeal an unfavorable coverage decision. Access Support can assist in navigating the appeals process. However, the preparation and submission of documents to support the appeal is the responsibility of the patient and/or healthcare provider.

Bristol-Myers Squibb and its agents make no guarantee regarding the outcome of appeals assistance.

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**Coverage Appeals by Physicians and Patients**

Providers and patients can appeal an insurer's decision to deny coverage for an item or service. Some claims may be denied coverage due to the evolving nature of many drug therapies.

Use the information below as a reminder when filing an appeal:

- Coverage decisions may be made by an insurer before the treatment is rendered or after a claim is filed. Coverage decisions that are made before a treatment regimen is initiated are often referred to as "Prior Authorizations," "prior authorization" or "coverage determinations."
- Medicare Part B and many other health insurers will not make a coverage decision regarding individual patients before a claim is filed; coverage is considered only at the time a claim is presented for payment.
- The billing provider can usually appeal an insurer's decision to deny coverage for a claim. Appeals are almost always subject to timeliness requirements; the window of time allowed for a provider to appeal an unfavorable coverage decision usually begins on the date a claim was adjudicated (processed) by the insurer.
- If the health insurer approves an appeal, you will be notified and the claim will be reconsidered.
- If the health insurer denies the appeal, contact Access Support for further assistance at Support Center.

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Each plan has its own process and timeline for appeals. The appeals process for Medicare Part B contractors is determined by the Centers for Medicare and Medicaid Services (CMS) and is outlined below.

Medicare Part B Fee-for-Service Appeals Process				
APPEAL LEVEL	TIME LIMIT FOR FILING REQUEST	AMOUNT IN CONTROVERSY (AIC) (2010)	REVIEWER EMPLOYED BY	REVIEWER MUST RENDER DECISION GENERALLY WITHIN <sup>1</sup>
1. REDETERMINATION	120 DAYS* FROM DATE OF NOTICE FROM MEDICARE THAT THE CLAIM HAS BEEN DENIED	NO MINIMUM	PART B CONTRACTOR	60 DAYS
2. RECONSIDERATION	180 DAYS* FROM DATE OF RECEIPT OF REDETERMINATION	NO MINIMUM	QUALIFIED INDEPENDENT CONTRACTOR (QIC)	60 DAYS
3. ALJ HEARING	60 DAYS* FROM THE DATE OF RECEIPT OF THE RECONSIDERATION	AT LEAST \$130 <sup>‡</sup> REMAINS IN CONTROVERSY <sup>†</sup>	DEPARTMENT OF HEALTH AND HUMAN SERVICES	90 DAYS
4. DAB REVIEW	60 DAYS* FROM THE DATE OF RECEIPT OF THE ALJ HEARING DECISION	NO MINIMUM	DEPARTMENT OF HEALTH AND HUMAN SERVICES	90 DAYS
5. FEDERAL COURT REVIEW	60 DAYS* FROM THE DATE OF RECEIPT OF DAB DECISION OR DECLINATION OF REVIEW BY DAB	AT LEAST \$1260 <sup>‡</sup> REMAINS IN CONTROVERSY <sup>†</sup>	FEDERAL COURTS	NO DEADLINE

\*The contractor must allow 5 additional days beyond the time limit for mail delivery, or longer if there is evidence that the mail delivery was longer than 5 days. Time limits may also be extended if good cause for late filing is shown, and is not routinely granted.  
<sup>†</sup> The dollar amount in controversy increases annually by the amount of the consumer price index for all urban consumers (U.S. City average). Revised dollar thresholds are announced by the Centers for Medicare and Medicaid Services external link.  
<sup>‡</sup> Amount in controversy 2010.

Medicare has a formal appeals process that is relatively easy to initiate but must be managed carefully to ensure that the appeal is properly prepared and that timely filing deadlines are not missed. Many non-Medicare health insurers follow similar procedures.

There are currently 5 levels of Medicare Part B appeals<sup>1</sup>:

- LEVEL 1: REDETERMINATION
- LEVEL 2: RECONSIDERATION
- LEVEL 3: ADMINISTRATIVE LAW JUDGE (ALJ) HEARING
- LEVEL 4: DEPARTMENTAL APPEALS BOARD (DAB) HEARING
- LEVEL 5: FEDERAL DISTRICT COURT HEARING

Each level of appeal must be completed before you are eligible to advance to the next level. In addition, there are time and dollar thresholds that must be met.

AIC = Amount in controversy  
 ALJ = Administrative law judge  
 MA-PD = MediShip-to-Patient Option plan that offers Part D benefits  
 PDP = Prescription drug plan  
 QIC = Qualified independent contractor

\*The adjudication time frames generally begin when the plan sponsor receives the request. However, if the request involves an exception request, the adjudication time frame begins when the plan sponsor receives the physician's supporting statement.  
<sup>†</sup>The adjudication time frames generally begin when the request is received by the plan sponsor. However, if the request involves an exception request, the adjudication time frame begins when the plan sponsor receives the physician's supporting statement.  
<sup>‡</sup>The dollar amount in controversy increases annually by the amount of the consumer price index for all urban consumers (U.S. City average). Revised dollar thresholds are announced by the Centers for Medicare and Medicaid Services.

Reference:  
 1. Centers for Medicare & Medicaid Services. Medicare claims processing manual. <http://www.cms.hhs.gov/Manuals/10M/ItemDetail.asp?filterType=none&filterByDID=-%2099&sortByDID=1&sortOrder=ascending&itemID=CMS018912>. Accessed December 8, 2011.

PRODUCTS

PROGRAMS

- [Patient Financial Assistance](#)
- [Prior Authorization](#)
- [Claims & Appeals](#)

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4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE:  
Just diagnosed with metastatic melanoma?

The screenshot shows a web browser window with the URL [http://www.bmsaccesssupport.com/programs/patient\\_financial\\_assistance.aspx](http://www.bmsaccesssupport.com/programs/patient_financial_assistance.aspx). The page header includes the BMS logo and navigation links: HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and SUPPORT CENTER. The main heading is 'PROGRAMS'.

**What Types of Services Does Access Support Offer?**

Navigation buttons: BENEFITS INVESTIGATION, PRIOR AUTHORIZATION, CLAIMS APPEALS, PATIENT FINANCIAL ASSISTANCE (highlighted).

Text: Offers services to help patients manage the cost of medication.

Links: [Commercially Insured Patients](#), [Patients with Federally-Funded Insurance Plans](#), [Uninsured Patients](#)

**Patient Financial Assistance**

Access Support can help identify financial assistance programs for patients who need help managing the cost of treatment. The appropriate program will depend on the patient's coverage:

- For patients with commercial insurance, product-specific co-pay programs may be available
- For patients with federally-funded insurance, co-pay support from independent foundations may be available
- For patients with no insurance, product donations from the BMS Patient Assistance Program may be available

**Assistance for Commercially Insured Patients**

Product-specific co-pay programs may be available. Please select the product prescribed for your patient under the "Products" section for additional details on co-pay assistance for that product.

Please contact Access Support for details.

[Back to top](#)

**Assistance for Patients with Federally-Funded Insurance Plans**

Patients with federally-funded insurance plans are not eligible for co-pay assistance programs sponsored by Bristol-Myers Squibb. However, there are independent foundations that can help. Access Support can refer you to the foundation offering the best support for your specific patient and help you through the application process.

It is important to note that these foundations are independent and not affiliated with Bristol-Myers Squibb. Each foundation has its own eligibility criteria and evaluation process. Bristol-Myers Squibb cannot guarantee that a patient will receive assistance.

[Back to top](#)

**Assistance for Uninsured Patients**

- For patients without prescription drug insurance, Access Support can refer you to independent charitable foundations that may be able to provide financial support, including, the Bristol-Myers Squibb Patient Assistance Foundation, a charitable organization that provides medicine, free of charge, to eligible, uninsured patients who have an established financial hardship. The Bristol-Myers Squibb Patient Assistance Foundation accepts the Access Support application. For more information, you can visit [bmspaf.org](http://bmspaf.org).

It is important to note that these charitable foundations are independent from Bristol-Myers Squibb Company. Each foundation, including the Bristol-Myers Squibb Patient Assistance Foundation, has its own eligibility criteria and evaluation process. Bristol-Myers Squibb cannot guarantee that a patient will receive assistance.

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**Footer:**

<a href="#">PRODUCTS</a>	<a href="#">PROGRAMS</a> Patient Financial Assistance Prior Authorization Claims & Appeals	<a href="#">RESOURCES</a> Forms & Documents Glossary Links	<a href="#">ABOUT</a> About Access Support Contact Us My BMS Oncology Cases	<a href="#">LEGAL</a> Legal Notice Privacy Policy
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BROWSER PAGE TITLE: Just diagnosed with metastatic melanoma?

The screenshot shows the 'Forms and Documents' page on the BMS Access Support website. The browser title is 'BMS | Access Support | Forms and Documents' and the URL is 'http://www.bmsaccesssupport.com/forms\_and\_documents.aspx'. The page features a blue header with the BMS logo and 'access support YOUR PATIENT. OUR COMMITMENT.' navigation tabs for HOME, PRODUCTS, PROGRAMS, RESOURCES, ABOUT, and SUPPORT CENTER. A large 'RESOURCES' banner is at the top. Below it, there are buttons for 'FORMS AND DOCUMENTS', 'GLOSSARY', and 'LINKS'. A search bar is on the right. The main content area lists 'Forms and Documents' with sub-sections: 'Office Support Tools' (Patient Enrollment Checklist), 'Claim Documents' (CMS-1500, UB-04), 'CMS Forms and Documents' (Medicare Redetermination Request Form, Medicare Reconsideration Request Form, Request for a Medicare Hearing, Medicare Appointment of Representative Form), and 'Enrollment Forms' (Click here). A 'MANAGE MY BMS Oncology Cases' section is on the right. A footer contains a navigation menu, copyright information, and a disclaimer.

#### 4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

**BROWSER PAGE TITLE:**  
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**BMS | Access Support | Glossary**

http://www.bmsaccesssupport.com/glossary.aspx

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*This site is intended for US healthcare professionals and/or professionals involved in healthcare reimbursement.*

HOME PRODUCTS PROGRAMS **RESOURCES** ABOUT **SUPPORT CENTER**

The accurate completion of reimbursement- or coverage-related documentation is the responsibility of the healthcare provider and patient. Bristol-Myers Squibb and its agents make no guarantee regarding reimbursement for any service or item.

**RESOURCES**

FORMS AND DOCUMENTS **GLOSSARY** LINKS

**Glossary**

Helpful tips and terms

**Ancillary services:**  
Medical services rendered by a hospital or other inpatient health program in support of a disease treatment plan. These may include X-ray, drug, laboratory, or other services.<sup>1</sup>

**Appeal(s):**  
A special kind of complaint made if a request for coverage of healthcare services is denied by the patient's health plan. Appeals may also address matters other than coverage.<sup>1</sup>

**Benefits:**  
The proceeds that are realized from a benefit plan. In a health plan, benefits may refer to the healthcare services you receive or the funding that is provided for these services.<sup>1</sup>

**Centers for Medicare & Medicaid Services (CMS):**  
The federal agency that operates or oversees Medicare and Medicaid. CMS sets standards and processes to help ensure that beneficiaries in these programs receive high-quality healthcare services.<sup>1</sup>

**Explanation of Benefits (EOB):**  
A summary statement that explains the claim and the amount that is the responsibility of the member, or the reason for non-payment.<sup>2</sup> In the Medicare program, these are called EOB, or Explanation of Medical Benefits.

**Formulary:**  
A list of specific drugs and their proper dosages, usually reviewed and approved for use by health plan members. Coverage for "nonformulary" drugs may be denied or limited. In some Medicare health plans, beneficiaries only receive coverage for formulary drugs.<sup>1</sup>

**Healthcare Claim:**  
A request for payment of healthcare services received by the plan member. Claims are also called bills for all Part A and Part B services administered by Medicare Administrative Contractors, or MACs. "Claim" is the word used for Part B physician/supplier services billed to MACs.<sup>1</sup>

**Health Maintenance Organization (HMO):**  
An HMO provides care through a defined network of physicians, hospitals, and other healthcare providers. Individuals enrolled in an HMO generally cannot receive covered services outside the provider network. They typically select a primary care physician, who makes referrals to specialists when necessary. The HMO usually does not pay for visits to specialists without a referral, or for nonemergency care received from providers that are not designated by the HMO.

**Infusion:**  
Introduction of a solution directly into the bloodstream for therapeutic purposes.

**Medicaid:**  
A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most healthcare costs are covered if you qualify for both Medicare and Medicaid.<sup>1</sup>

**Medicare:**  
The federal health insurance program for people 65 years of age or older, certain younger people with disabilities, and people with end-stage renal disease (permanent kidney failure with dialysis or a transplant, sometimes called ESRD) and kidney transplant.<sup>1</sup>

**Medicare Part A (Hospital Insurance):**  
Coverage for Medicare beneficiaries that pays for inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home healthcare.<sup>1</sup>

**Medicare Part B (Medical Insurance):**  
Coverage for Medicare beneficiaries that helps pay for doctors' services, outpatient hospital care, durable medical equipment, and some medical services that are not covered by Part A.<sup>1</sup>

**Medicare Part C:**  
Coverage for Medicare beneficiaries that replaces Part A and Part B coverage, and may replace Part D coverage.

**Medicare Part D (Medicare Drug Benefit):**  
Coverage for Medicare beneficiaries that pays for prescription drugs not covered by Part B; coverage is offered exclusively through private plans that contract with Medicare.

**Medicare Savings Programs:**  
Medicaid programs that help pay some or all Medicare premiums and deductibles.<sup>1</sup>

**Medicare Summary Notice (MSN):**  
A quarterly summary of all Medicare claims paid on behalf of the beneficiary and amount that the beneficiary is responsible for paying.

**Predetermination:**  
The procedure by which some services and/or equipment may be approved prior to being performed or ordered. This is a service offered so the patients are aware of their financial responsibility prior to services being rendered or ordered.<sup>3</sup>

**Preferred Provider Organization (PPO):**  
A managed care plan in which you use doctors, hospitals, and other providers that belong to the network. You can usually use doctors, hospitals, and other providers outside of the network for an additional cost.<sup>1</sup>

**Prior Authorization:**  
The process of obtaining authorization for services by reviewing related documentation, verifying benefits and medical necessity, and ensuring the appropriate provider will be delivering the services.<sup>4</sup>

**Private Fee for Service:**  
A type of MediShip-to-Patient Option Plan in which you may go to any Medicare-approved doctor or hospital that accepts the plan's payment. The insurance plan, rather than the Medicare program, decides how much it will pay and what you pay for the services you get. You may pay more or less for Medicare-covered benefits. You may have extra benefits the original Medicare plan doesn't cover.<sup>5</sup>

**Supplemental Health Insurance (Medicare):**  
The Medicare program that pays for a portion of the costs of physicians' services, outpatient hospital services, and other related medical and health services for voluntarily insured aged and disabled individuals. Also known as Part B.<sup>1</sup>

**Usual, Customary, and Reasonable Charge (UCR):**  
Charges for service that may be based on rates usually charged by physicians and providers in your area. Charge rates are compiled by independent rating services, or by the insurer that is paying a claim.<sup>6</sup>

**SEARCH access support**

Type a question, diagnosis code, or form name below to begin.

**MANAGE MY BMS Oncology Cases**

Enroll, track and manage your reimbursement cases at MyBMSOncologyCases.com

**MANAGE CASES**


4.1 Landing/Registration Page (Standard/ Initial/ Patient) View

BROWSER PAGE TITLE: Just diagnosed with metastatic melanoma?

References:

1. U.S. Department of Health & Human Services. Centers for Medicare & Medicaid services (CMS). <http://www.cms.hhs.gov/apps/glossary/default.asp>. Accessed December 08, 2011.
2. Capital BlueCross. Glossary of terms. <https://www.capbluecross.com/FAQs/GlossaryOfTerms/E.htm>. Accessed December 08, 2011.
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**RESOURCES**

FORMS AND DOCUMENTS GLOSSARY **LINKS**

**Links**

Outside resources that may provide additional help through the reimbursement process:

1. Centers for Medicare and Medicaid Services (<http://www.cms.gov/>)
2. Medicare ([Medicare.gov](http://www.Medicare.gov))
3. Medicaid ([Medicaid.gov](http://www.Medicaid.gov))
4. US Department of Health & Human Services ([CMS.hhs.gov](http://www.CMS.hhs.gov))

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# ABOUT

## Customer Support

Access Support™, the Bristol-Myers Squibb Oncology reimbursement-services program, offers patient assistance support, benefits investigation, prior authorization support, and appeals assistance. Program counselors are available **Monday through Friday, from 8:00 A.M. to 8:00 P.M. ET at 1-800-861-0048**; to support the oncology offices' reimbursement-services needs of their insured and uninsured patients.

The **Support Center** is available throughout the reimbursement process, assisting oncology teams to help their patients.

**ABOUT ACCESS SUPPORT** CONTACT US

## About Access Support™

We supply you with resources to help your patients with access to Bristol-Myers Squibb Oncology products. Access Support is your source for reimbursement, coding & billing, and customer support.

This site is designed to provide the information, tools, and forms you need to navigate through reimbursement — with live support and a range of patient assistance programs.

**SEARCH access support**  
Type a question, diagnosis code, or form name below to begin.

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