

Intracept[®]

PATIENT ACCESS PROGRAM



The Program Process

Once your physician has determined that the Intracept Procedure is the best treatment to address your chronic low back pain, obtaining prior authorization and approval for payment from your insurance company may require multiple steps.

These steps will be explained in greater detail:

- **Prior Authorization**
- **Internal Appeal(s)**
- **External Appeal**

The Relevant Patient Access Team will continuously work with you and your physician to obtain the necessary documents that must be submitted to your insurance company in an attempt to obtain approval for the Intracept Procedure.

As a patient, you have the right to appeal a denial by your insurance company. You may have the right to multiple levels of appeal.*

Your insurance company addresses the first two steps internally and makes the decision to approve or deny your request.

If you exhaust your internal review(s) without an approval, you may have the right to an external appeal, performed by an Independent Review Organization (IRO).

* Appeal rights and actual time frames will depend upon your specific insurance policy.

Step 1

Prior Authorization

You will be asked to sign a patient consent form. This will allow the Relevant Patient Access Team to be your Authorized Representative.

Your physician will provide the clinical documentation that demonstrates medical necessity. This documentation is then submitted to your insurance company requesting approval (prior authorization) for the procedure.

If your insurance company provides approval, the Relevant team will contact you and your physician. At that point you can begin scheduling your procedure.

Step 1 *Allow up to 30 days* once all paperwork is submitted.*

Step 2

Internal Appeal(s)

If your insurance company does not approve your prior authorization for the Intracept Procedure, the Relevant Patient Access Team will assist your physician in submitting appeal letters, along with additional materials, to assist in demonstrating medical necessity.

If your insurance company provides approval, the Relevant team will contact you and your physician. At that point you can begin scheduling your procedure.

Step 2 *Allow an additional 30–60 days* once all paperwork is submitted.*

Step 3

External Appeal

If your insurance company does not approve the procedure after internal appeal(s), you may have the right to request an external review with an Independent Review Organization (IRO). The Relevant Patient Access Team will assist you throughout this process.

The decision of the Independent Review Organization is binding.

Step 3 *Allow an additional 45-90 days* once all paperwork is submitted.*



Who participates in an appeals process?

Several parties are frequently involved in the appeals process: you (the patient), the treating physician, your employer and your authorized representative (Relievable Patient Access Team).

The Relievable Team

The Relievable Patient Access Team will assist you throughout the appeals process by working with your physician to track and move your appeal forward in a timely manner with the most up-to-date literature to support the Intraject Procedure.

Detailed records

During the appeals process the Relievable Patient Access Team will assist you and your physician with the interactions with your insurance company. We will monitor the timeliness of the insurance company's response. If a deadline passes without a response, you may lose your right to appeal your insurance company's decision.

Additional details on the appeals process can be found in the following resources:

- Your insurance company website
- www.healthcare.gov
- Your state Insurance Department



8500 Normandale Lake Blvd, Suite 2150
Minneapolis, MN 55437

Fax: 612-404-0729

reimbursement@relievant.com

Indications:

The Intracept Intraosseous Nerve Ablation System is intended to be used in conjunction with radiofrequency (RF) generators for the ablation of basivertebral nerves of the L3 through S1 vertebrae for the relief of chronic low back pain of at least six months duration that has not responded to at least six months of conservative care, and is also accompanied by either Type 1 or Type 2 Modic changes on an MRI.

Risks:

The information provided by Relievant Medsystems, Inc. is not intended to be a substitute for professional medical advice. The Intracept Procedure, as with any surgical procedure, has risks that should be discussed with your medical professional.

Relievant Medsystems Inc. is pleased to provide general information on the appeals process. This information is not intended to be legal or financial advice. Nothing in this brochure should be construed as a guarantee by Relievant of coverage or payment for Intracept Procedures.

Relievant and Intracept are registered trademarks of Relievant Medsystems, Inc.

©2019 Relievant Medsystems, Inc. All rights reserved
MKT 0077, Rev B