



Reimbursement Hotline Services

Proven Technology: Reimbursement Hotlines

United BioSource Corporation (UBC) is a proven leader in the area of strategic reimbursement and case management, including the design and management of reimbursement hotlines, for pharmaceuticals, biotechnology, medical devices and diagnostic technology. We provide personalized assistance to help facilitate reimbursement and ensure patient access to therapy.

The central communication “hub” for the reimbursement hotlines service is a central relational database of providers, their payers, key influencers and policy information including coverage policies and payer requirements. The database consists of several components, each accessible by the appropriate audiences.

Proven Service: Full Reimbursement Case Management

UBC has extensive experience supporting those products that require high levels of case management and advocacy efforts to improve coverage policy and secure reimbursement. Our reimbursement hotline staff are experts in the field of reimbursement and we employ a team of registered nurses.

Our case management services help secure coverage for patients, respond to patient inquiries, assist the company’s sales force with questions or issues, answer questions about coverage policies, help providers bill appropriately for a given drug and respond to other issues, questions or problems.

Proven Expertise: Trained Reimbursement Consultants

Our team of industry-leading strategic reimbursement consultants leverage state-of-the-art technology and operational expertise to deliver highly effective, cost-efficient solutions for the most challenging reimbursement situations. We make sure our clients’ needs are met by assembling the right team of experts.

Our experts have designed and managed reimbursement support programs, including hotline services, for more than 15 years. We have experience in all therapeutic areas and have designed, launched and operated some of the industry’s largest, most sophisticated reimbursement support and patient assistance programs.

UBC accelerates the generation, analysis and communication of real-world evidence.

Our strategic reimbursement and case management services include:

Case Management Services

- Assistance with prior authorization
- Assistance with denied claims
- Insurance coverage research
- Provider-specific problem-solving
- Assistance with off-label questions
- Guidance on regional coverage restrictions
- Navigation of negatively or overly-restrictive written policies
- Aid providers with numerous unresolved claims issues or billing questions

Reimbursement Hotline Services

- State-of-the-art, high volume call and data entry facility available 24/7, 365 days a year
- Collection of in-depth intelligence on the entire payer environment, from commercial insurers to government-administered programs such as Medicare and Medicaid
- Efficient and proactive responses to every level of inquiry, from basic general coverage questions to the most complex case management challenges
- Highly skilled hotline staff who receive ongoing training to enhance professional expertise, technical knowledge and familiarity with strict standard operating procedures (SOPs)
- Communication vehicles for patients, providers, pharmacists and sales reps, such as hotline brochures, provider kits, newsletters, websites and intranets to promote hotline services
- Compliant with HIPAA and key FDA regulations including Title 21 Code of Federal Regulations (21 CFR Part 11)

Reimbursement Database Services

- Billing instructions and coverage requirements for key payers
- Reimbursement information including current payer policies and payer information for a comprehensive, tailored-to-the-office reimbursement service
- Field reimbursement provider support and payer advocacy records, notes, initiatives and strategies
- Data regarding free goods allocation to providers

For more information about UBC's value generation solutions, call us in the U.S. at +1 301 654 9729 or in the E.U. at +44 (0) 207 299 4550. Or email us at analytics@unitedbiosource.com.