

ABOUT NEVROCARE

NevroCare provides reimbursement case management and hotline services in order to support patient access to HF10 therapy. We provide hands-on assistance to physicians with prior authorizations and appeals through our case management services. We also provide reimbursement support of billing, coding, and coverage related activities through our hotline services.

NevroCare provides a valuable reimbursement resource to your practice from experienced case managers who can provide customized letters of medical necessity to support patient referrals, along with guidance on billing, coding, and reimbursement for HF10 therapy.

HOW TO ENROLL

Enrollment in NevroCare consists of several easy steps:

Contact NevroCare or your Nevro sales representative to request participation in our Patient Access Program.



We will collect demographic information from your site in order to begin the enrollment process.



You will receive an e-mail from NevroCare requesting a signed **BAA** (HIPAA agreement) as well as an **enrollment form** for you to complete.



Submit completed documents to NevroCare either by e-mail (nevrocare@nevro.com) or fax (650-252-1400).



Once NevroCare receives your completed enrollment form and signed BAA, you will receive an intake form that you will use to request assistance. As soon as NevroCare receives your completed documents, we will promptly begin work on your request.

NEVROCARE SERVICES

NevroCare provides patient access to HF10 therapy through reimbursement support services. We offer assistance with the following:

- Prior Authorizations (Trial and Implant)
- Prior Authorization Appeals/Peer-to-Peers
- Claim Appeals
- Billing/coding/coverage questions
- Patient benefit investigations

WHAT TO EXPECT

- The NevroCare team includes experienced case managers who are experts in the reimbursement process.
- NevroCare provides customized letters of medical necessity to support your patient referral.
- NevroCare submits all documentation on your behalf and closely monitors each PA/appeal.
- NevroCare provides updates directly to your patients regarding their insurance benefits.
- NevroCare provides regular updates to you on the status of your request.
- NevroCare is available to provide educated guidance on billing, coding and reimbursement for HF10 therapy.

WHAT NEVROCARE ASKS OF YOU

The NevroCare team looks forward to assisting you! In order to provide superior case management assistance, we respectfully request the following from you:

- Please submit complete case referrals, which includes an intake form, EOBs (when applicable) and supporting medical documents.
- Review, sign and return all letters of medical necessity in a timely fashion.

CONTACT US

We are available Monday - Friday, 9 AM - 8 PM EST (6 AM - 5 PM PST), excluding major holidays.

Phone: 888-895-8104

Fax: 650-252-1400

Email: nevrocare@nevro.com

www.nevro.com