

Pulmonx Patient Reimbursement Support



The Pulmonx Patient Reimbursement Support Program supports patients and their caregivers in navigating the insurance process for the Zephyr® Valve procedure.

The program is staffed by Nurse Case Managers who are experienced in navigating through the payer maze. They will act as a dedicated advocate for any patient enrolled in the program, and will work closely with the ordering physician office staff to ensure patient paperwork is complete, address billing and coding questions, and assist with any necessary appeals.

They will also work directly with payers to increase awareness of the procedure, help obtain prior authorization for the procedure whenever possible, even if not required, and work efficiently and effectively to overturn any denials.

The Pulmonx Patient Reimbursement Support Program is for any patient who would like to receive help from Pulmonx to determine whether he or she can receive insurance coverage for the Zephyr® Valve procedure.

zephyr®
valve

Pulmonx Corporation

700 Chesapeake Drive

Redwood City, CA 94063

PAR112EN_B Reimbursement Support Flyer

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Services include assisting patients and providers with:

Benefit investigation – verification of patient insurance, eligibility, co-pay, deductible, co-insurance, out of pocket costs

Prior authorization – review paperwork to be submitted to commercial insurance and discuss on phone with a Prior Authorization Nurse

Billing and coding support – work closely with physician office administrator for any questions

Payer policy research – commercial insurance coverage policy on the Zephyr valve procedure

Appeals management – assist both patient and MD office staff on coordinating paperwork through all levels of appeals (including Medicare appeals)

The Pulmonx Patient Reimbursement Support staff is HIPAA compliant

Pulmonx Reimbursement Support

8 a.m.-5 p.m. Eastern Time

Phone: 866.454.3006

Fax: 650.216.0179

reimbursementsupport@pulmonx.com

How does the program work?

- Pulmonx Patient Reimbursement Support Program forms are provided by Pulmonx and maintained at Physician's office.
- The patient and physician complete form, which includes a HIPAA authorization.
- Consent forms must be submitted to Pulmonx Patient Reimbursement Support first or with supporting paperwork before process can be initiated.
- Following consent, patient medical records required to support each case are:
 - History and Physical
 - 1- 6 months of clinical notes
 - Current medications, oxygen use and pulmonary rehabilitation experience
- Email/fax the consent forms and supporting paperwork to: reimbursementsupport@pulmonx.com OR 650-216-0179 (fax).
- Reimbursement Support confirms receipt of documentation within 2 business days.

Disclaimer:

This information is provided by Pulmonx for reimbursement informational purposes only. This is not an affirmative instruction as to which codes and modifiers to use for a particular service or item. Any coding, coverage, and payment information provided is gathered from various resources and is subject to change without notice. It is always the provider's responsibility to determine medical necessity, the proper site for delivery of any services and to submit appropriate codes, charges, and modifiers for services that are rendered. Pulmonx recommends that you consult with your payers, reimbursement specialists and/or legal counsel regarding coding, coverage and reimbursement matters.