

# The Reimbursement Hotline

## Plastic and Regenerative Medicine

The reimbursement hotline is our commitment to surgeons and facilities in their use of Allergan products.



Our third-party team of credentialed professional medical coders is ready to assist with your reimbursement needs, including\*:

- Coding and payment
- Insurance coverage and documentation
- Case management for benefit verification and prior authorizations (PAs)
- Appeals support for denied PAs and/or claims

Providing physicians, hospitals, ambulatory surgical centers, and patients with comprehensive support. **Reimbursement support includes:**



### Appeals Assistance

Provide personalized appeals support for denied patient claims, including peer-to-peer reviews.



### Coverage and Payment Assistance

Conduct benefit verifications and confirm overall benefit structure for patient.



### Education

Educate on correct coding, insurance coverage, policy guidelines, payment methodologies, required documentation, and payer regulations.



### Prior Authorization

Assist with pre-determination/pre-certification process including checking PA requirements and documentation needs as well as appeals of denied PAs.



### Processing Support

Review claims to assist with correct coding guidelines, billing options, and coverage in support of accurate claims processing, including support with irregular denials and inconsistent payment.

\*A signed Business Associate Agreement (BAA) is required prior to receipt of protected health information (PHI). Under the U.S. Health Insurance Portability and Accountability Act (HIPAA) of 1996, a HIPAA BAA is a mandatory contract between a HIPAA-covered entity and a HIPAA business associate and is required whenever a contractor provides functions, activities, or services involving the use and/or disclosure of PHI. This contract protects the personal health information in accordance with HIPAA guidelines.

Limitations apply.

#### Disclaimer:


This document has been prepared for providers using Allergan Plastic and Regenerative Medicine products and is intended for informational purposes only, not as guidance or instructions. It does not represent a guarantee, promise, or statement by Allergan concerning guarantee of payment or levels of reimbursement. It is not intended to increase or maximize reimbursement. The decision as to how to complete a claim form, including the codes chosen and amounts to bill, is exclusively the responsibility of the provider.

Coding selection is at the discretion of the provider. It is advised to contact your local payer directly for coding guidance and requirements when reporting codes for Allergan products.

## CONTACT US:

 [AllerganPRM@thepinnaclehealthgroup.com](mailto:AllerganPRM@thepinnaclehealthgroup.com)

Monday to Friday 8:30 AM - 6:00 PM ET  
(Closed on major observed holidays)

 1.888.543.3656

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