

# Alexion Field Reimbursement Manager

**Alexion Field Reimbursement Managers (FRMs) provide education and support to healthcare provider (HCP) offices to facilitate patient access to their prescribed Alexion medications**

**Your dedicated FRM can provide the following:**

- Access and reimbursement education
- Coding, billing and appropriate claims submission educational support
- Prior authorization (PA) and appeal assistance
- Product acquisition education for buy and bill and specialty pharmacy
- Site of care identification

## 1 HCP Office Access and Reimbursement Education

**FRMs can provide general access and reimbursement education including:**

- Payer policy information and general PA and re-authorization criteria and required documentation for claims submission
- Billing, coding, and claims
- Product acquisition
- Reimbursement and cost considerations
- Site of care payer requirements and reimbursement
- Pre-initiation vaccination requirements and needed documentation

## 2 Case-Specific\* Prior Authorization Education

**FRMs can provide case-specific education to assist getting patients on therapy, including:**

- Patient-specific PA and re-authorization criteria education and support
- Site of care education including site options based on the patient's insurance coverage and requirements
- Pre-initiation vaccination options and required documentation needed for patient's health plans
- Coordination with the OneSource™ support program for additional patient support

*\*When involved in patient-specific case work, the patient must be enrolled in OneSource™; and patient-specific information must be redacted for FRM involvement.*

## 3 Product Acquisition and Claims

**After an authorization has been approved by the patient's insurance, the FRM can provide education about:**

- Infusion provider and HCP office coordination
- Product ordering process
- Billing, coding, and claims submission
- Product reimbursement education

## 4 Prior Authorization Denial\* Educational Support

**FRMs can provide HCPs with educational support and guidance if they receive a PA denial, including:**

- Questions regarding the patient's explanation of benefits (EOB)
- Payer options for PA resubmission, including resubmission, peer-to-peer review and appeals process, and associated timelines
- Review of the redacted denial letter or EOB to provide specific guidance on next steps and best practices

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