

Insurance-Based Billing Steps

1. Complete the Paxman Hub Enrollment Form: **all steps in Sections 1 and 3***
2. Fax Enrollment form to Paxman Hub **888-358-0410**
3. Paxman Hub conducts a Benefit Investigation (BI) and sends Summary of Benefits (SOB) within 1-3 business days after receipt of fully completed Enrollment Form.

Results:

- a. Insurance coverage
 - b. No insurance coverage or high patient cost
 - If your patient has no insurance coverage, the Paxman Hub will automatically screen for Patient Assistance (PAP)
 - If your patient has insurance coverage, but their copay or coinsurance is unaffordable, you must write "patient cannot afford copay/coinsurance - please screen for PAP" on the original enrollment form and fax to the Paxman Hub
 - Once PAP screening is completed, the Paxman Hub will fax you confirmation on the patient's PAP status within 1-2 business days
 - c. Prior Authorization (PA) required
 - If PA is required, site must submit PA request directly to insurance company
4. There are 3 pathways to patient access: **insurance coverage, Patient Assistance Program (PAP) or direct payment**. Once access pathway is established via the BI and SOB, the site:
 - a. Acts upon the Access Pathway confirmed by the Summary of Benefits for the patient:
 - **Insurance coverage:** charge CPT 0662T to patient insurer
 - **PAP:** do not charge the patient or insurer for CPT 0662T; Paxman Hub will send a replacement cap kit free of charge
 - **Direct payment:** if patient has no insurance coverage and doesn't qualify for PAP, they will pay your site directly; your site may charge them for each code separately or a lump sum
 - b. Size patient if not previously done
 - c. Give patient the cap kit
 - Patient takes the cap kit home and watches videos to practice their prep by viewing coldcap.com, Instagram or closed Facebook group
 - d. Patient will return to site to receive chemotherapy
 - e. Patient will bring their cap kit and prepare their hair for treatment at your site
 - **Insurance coverage:** charge CPT 0663T to patient insurer along with one of your 9000 series infusion codes; continue to bill for each subsequent day of treatment
 - **PAP:** do not charge the patient or insurer for CPT 0663T; you are receiving a replacement cap kit free of charge
 - **Direct payment:** if patient has no insurance coverage and doesn't qualify for PAP, they will pay your site directly; your site may charge them for each code separately or a lump sum

*If your site sizes the patient after receiving Benefit Investigation results, you may leave off the cap size

90 days - Contract with Paxman executed

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80 days - Complete Customer Data Form and send to Paxman

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70 days - CPT codes in system

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60 days - Order set in system

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50 days - MPB or MSD will reach out with account information

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40 days - Documentation in EMR set up for scalp cooling necessity

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30 days - Account active with MPB or MSD; log in to ensure accurate pricing

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20 days - Order Cap Kits

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10 days - Enrolment Form Training

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5 days - Machine and cap fitting training with Paxman Clinical Product Specialist

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Go live

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