Bristol-Myers Squibb is committed to helping appropriate patients get access to our medications by providing reimbursement support services for healthcare professionals.

**HCP Reimbursement Process Journey Map**

**Patient**
- is seen by provider.

**Provider**
- charts notes and makes clinical prescribing decision.

**Office Staff**
- verifies coverage by completing BMS Access Support Enrollment form or contacting payer directly.

**Patient Covered**
- Treatment may be administered.

**Patient Covered with Restrictions**
- Ensure understanding of payer requirements and submit documentation to support medical necessity.

**Patient NOT Covered**
- Check plan medical policy for coverage details to verify benefit investigation result from plan was correct. Look for potential errors and identify solutions.

**Patient Uninsured**
- Contact BMS Access Support® and request assistance.

**Was issue resolved and coverage confirmed?**
- No
- Yes

**Treatment Administered**

**Claim Prepared and Reviewed**
- Staff reviews treatment notes and prepares claim utilizing correct ICD/CPT/HCPCS codes.

**Claim Submitted**
- Office should check transmission report to ensure electronic claim transmittal was successful.

**Clearinghouse**
- Translates electronic data into appropriate payer format/scrubs claim.

**Payer**
- Insurer adjudicates claim and transmits Explanation of Benefits (EOB)/Remittance Advice (RA)/Electronic Funds Transfer (EFT) back to physician’s office.

**Claim Approved**
- Physician’s office receives payment.

**Claim Denied**
- Review claim denial codes and determine appropriate next steps to appeal decision.

* BMS Access Support offers services that could assist you with completing these tasks — please visit [www.bmsaccesssupport.com](http://www.bmsaccesssupport.com) for information.

† For patients without prescription drug insurance, BMS Access Support can refer you to independent foundations that may be able to provide financial support, i.e., the Bristol-Myers Squibb Patient Assistance Foundation, a charitable organization that provides medicine, free of charge, to eligible, uninsured patients with an established financial hardship.