Patient Reimbursement Process Journey Map

Doctor Appointment
Patient visits doctor and receives medical care.

Treatment Decision
Doctor charts notes and makes clinical prescribing decision.

Office Confirms Coverage*
Office staff will ask for your medical insurance information.

If You Are Covered
Office will schedule an appointment with you for treatment.

If You Are Covered But With Cost Share*
Ensure understanding of insurance coverage/requirements and what out-of-pocket costs are your responsibility. If your cost-share is a concern, see below.

If You Are NOT Covered†
If you do not have medical insurance, there may be options to discuss with your doctor. These include:
- Monthly Payment Plan
- Patient Protection and Affordable Care Act (PPACA) options, if eligible
- Charitable foundations

The process will look different if you are taking an oral medication. Please contact BMS Access Support® at 1-800-861-0048 to review the steps that you and your provider will take to access your prescribed medication.

Treatment Received
Doctor administers your treatment.

Claim Submitted
Office submits a claim to your medical insurance for payment.

Insurance Processes Claim
Claim processed and doctor’s office receives payment for infusible agents or physician services rendered.

Treatment Received
Doctor administers your treatment.

Claim Submitted
Office submits a claim to your medical insurance for payment.

Insurance Processes Claim
Patient cost responsibility is confirmed. Claim processed and doctor’s office receives payment for infusible agents or physician services rendered.

Office Bills Patient*
Doctor’s office bills you for your out-of-pocket cost-share responsibility (comprised of co-pay, deductible, or co-insurance payment).

* Bristol Myers Squibb (BMS) Access Support® may be able to assist your doctor with questions relating to your access to a BMS medication prescribed.
† BMS Access Support can help identify financial assistance programs for patients who need help managing the cost of treatment. The appropriate program will depend on the patient’s coverage.
‡ For patients with no prescription drug insurance: BMS Access Support can provide information to your doctor regarding independent charitable programs that may be able to provide financial support, including the BMS Patient Assistance Foundation, a charitable organization that provides medicine, free of charge, to eligible, uninsured patients who have an established financial hardship. These charitable organizations are independent from Bristol-Myers Squibb Company and have their own eligibility criteria and evaluation process. Bristol-Myers Squibb Company cannot guarantee that a patient will receive assistance.