



RN'S CONTACT WITH DRUG MANUFACTURER RESOLVES CARRIER'S RX COVERAGE DENIAL



CLIENT OVERVIEW

Florida-based **finance company**

186 plan participants

The Situation: A Clinical Trial Drug Stabilizes a Child's Condition but the Carrier Refuses to Cover It Going Forward

A pre-adolescent girl suffers from an unusual and complex medical condition requiring frequent hospitalizations and regular intravenous calcium. The child's symptoms improved during her involvement in a recent clinical trial for an osteoporosis drug that had been only approved for adult use. The drug used in the clinical trial stabilized the child's condition and kept her out of the hospital. After the conclusion of the trial, the girl's parents wanted to continue her on the medication.

However, the insurance company denied covering the drug because it is only approved for adults. The parents were desperate; they were running low on medicine left over from the clinical trial and were trying to stretch it. Meanwhile, the child had to be hospitalized again.

The NurseVIPSM RN realized that the only way to access the drug for the girl on a long-term basis, and to have its cost covered, was to appeal directly to the manufacturer.



4 hours

The average length of time it takes a **NurseVIP advocate** to resolve an issue on behalf of a plan participant

The entire process to procure approval by the drug company to supply the medication to the child took one month. The NurseVIP advocate continues to appeal the case with the insurance carrier.

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The Action

The father, an employee of a Corporate Synergies client, contacted BenefitsVIP[®] for assistance and was quickly referred to NurseVIP. A NurseVIP advocate with more than 40 years of clinical and carrier appeals experience began by evaluating the child's medical history.

"From a clinical perspective, our priority was to get this child on the medication," the NurseVIP advocate said. "But while I have first-hand experience with the carrier appeal process for prescription medicine, I knew that a decision by the insurance company to reverse its denial of coverage for off-label use of a medication wasn't going to happen quickly."

The Turning Point

Based on her evaluation, the NurseVIP advocate knew the only option for a rapid and successful outcome for the child was to appeal the case directly to the drug's manufacturer. "We spoke to the drug company's clinical team of doctors and nurses and were able to encourage these medical professionals to evaluate our case on a special basis," the NurseVIP advocate said. "We then requested that the company supply the child with the drug at no cost."

The drug company wouldn't have considered the child for a patient assistance program because children aren't approved for this medication. But the manufacturer concurred that the drug was necessary for the child's well being and agreed to provide it free of charge through its Patient Assistance Program. The entire process took approximately one month. The NurseVIP advocate continues to work with the insurance carrier to appeal its initial decision on the drug.

The Results

If the NurseVIP advocate hadn't intervened in this case, the child would not have access to the drug and faced repeated and costly hospitalizations. The involvement of NurseVIP also prevented the Corporate Synergies client from paying higher healthcare costs for its employee's dependent.

The Bottom Line

Nurses are taught to assess a case, develop and implement a plan, and evaluate outcomes. "We are concerned with what the patient needs and how we can fill this need in the quickest and safest way," said the NurseVIP advocate. "We are concerned with what is important to the patient and their safety and getting the right results."