## **HCP** REIMBURSEMENT

This sub path illustrates potential compliance risks support. Helio helps clients navigate these challenges to provide successful and compliant education and support on product access and reimbursement.



Promotes Company's patient support services and details as an advantage to a competitor product





Policies. Processes & Controls



Monitoring & Auditing



Transactional Monitorina/ Records Review



Virtual Monitoring & Auditing



Email/ Call Note Review



Data **Analytics** & Análysis

# SUPPORT PATH

### PART OF THE PATIENT JOURNEY RISK GUIDE

for life science companies when providing patient support, specifically related to HCP reimbursement



Physician prescribes product to patient

START



POLICY

Participates in sales meeting with sales rep

OFF LABEL/KICKBACK Company incentivizes reimbursement support based on Rxs



DATA PRIVACY Asks for information on

non-consented patient

Patient Support personnel meets with **HCP** Office (in person, on phone, virtually)

Patient Support personnel provides education and support to HCP Office on product access and product reimbursements

KICKBACK

Uses discussions with HCPs

as sales mechanisms



OFF LABEL Discusses off-label use of product

> Patient Support personnel engages in follow-up discussions with HCP Office (as necessary)



Patient Support personnel records

interaction in

company system

POLICY Does not document interaction



KICKBACK

Engages in excessive follow-up and unnecessary touchpoints with HCP Office









