

PATIENT BENEFITS **INVESTIGATION &** REIMBURSEMENT SUPPORT PATH

PART OF THE PATIENT JOURNEY RISK GUIDE

This sub path illustrates potential compliance risks for life science companies when providing patient support, specifically related to patient benefits and reimbursement support. Helio helps clients navigate these challenges to provide successful and compliant patient support on product access and reimbursement.



DATA PRIVACY Patient data is sent over unsecured channels

Physician prescribes product to patient

Patient signs and submits Patient Enrollment Form



KICKBACK

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



Provides HCP with incorrect billing code in order to have product approved



Insurance Provider determines patient eligibility for product

Patient Support personnel conducts Benefits

Patient Support personnel contacts patient to discuss Benefits Investigations

Company receives Patient Consent & Enrollment



FALSE CLAIMS

Completes Prior Authorization Form for physician



DATA PRIVACY Contacts patients

prior to consent being signed



DATA PRIVACY Provides support despite expiration of verbal



FALSE CLAIMS



Patient Support

personnel discusses

appeals process

with patient or

physician

Insurance Provider notifies Company of approval



Physician completes appeals documentation



FALSE CLAIMS Aids physician in writing appeal



DATA PRIVACY Discusses PHI with sales rep or other unapproved individuals



POLICY Does not document

interaction

Patient Support personnel relays coverage information to Patient



Patient coverage and interactions are recorded in company system



HELIO SOLUTIONS TO ADDRESS KEY RISKS



Controls





Live Monitoring & Auditing



Transactional Monitorina/ Records Review



Virtual Monitoring & Auditing



Email/ Call Note Review



Data Analytics & Análysis





