

## What is the Access-To-Care (ATC) Program?

The Access-To-Care program is available to assist patients, physicians and their office staff with prior authorization and denial management for certain Zimmer Biomet products where there are medical policy restrictions. This service is available to facilitate patient access to certain Zimmer Biomet medical technologies and therapies.



### At a patient's request, ATC Specialists are available to:

- Provide prior authorization guidance to physicians
- Submit prior authorization requests to insurers when a respective payer's policy is negative
- Assist with prior authorization and claim denials
- Submit appeals for prior authorization and claim denials
- Provide supportive peer-reviewed literature and product information

## How does the ATC program work?

Surgeons' offices, on behalf of patients, may request assistance by contacting a Zimmer Biomet ATC Specialist via the Zimmer Biomet Reimbursement Hotline at **(866) 946-0444 (option 3)**.

The ATC Specialist will evaluate each case on an individual basis to help determine appropriate insurer follow-up. In preparation to submit a prior authorization or appeal, the ATC Specialist will require the following from the physician office to get started:

- Signed Access-To-Care enrollment form
- Clinical documentation outlining patient symptoms, physical assessment and prior treatments/procedures
- Denial letter(s) from prior authorization or claims appeal(s) as applicable
- Designated office contact available to maintain ongoing and timely communication with the ATC Specialist

The ATC Specialist will engage in regular follow-up with the patient and designated physician office contact to determine prior authorization and/or appeal outcomes. Some insurers offer several levels of appeal, and most states allow for external review of an insurer's continuing denial. The patient, along with the physician, will determine the plan for utilizing the ATC program.

## Questions?

For questions related to the ATC process, or for further assistance with reimbursement questions, contact the Zimmer Biomet Reimbursement Hotline at 866-946-0444 or [reimbursement@zimmerbiomet.com](mailto:reimbursement@zimmerbiomet.com), or visit our reimbursement web site at [zimmerbiomet.com/reimbursement](http://zimmerbiomet.com/reimbursement).