

Market Access



Market Access provides a number of resources to answer questions about coverage, coding and payment for Zimmer Biomet products and procedures.

The overall goal of the Market Access team is to minimize economic barriers, facilitate patient access and to help ensure that every health economic and reimbursement challenge becomes an opportunity. This includes team members who are available to meet directly with customers.

- Product-specific reimbursement guides
- Information available online and via telephone for coding questions, prior authorization requests and claims denials
- Web-based resources
- Up-to-date information on CMS guidelines and program rulings
- Economic models
- Health policy and payer advocacy

Zimmer Biomet Reimbursement Hotline

You have questions? We have answers!

The Zimmer Biomet Reimbursement Hotline is staffed by certified coders and other reimbursement professionals to answer questions about coding, insurance policies, coverage, denials and payment for all Zimmer Biomet technologies.

The service is available Monday through Friday from 8:00 a.m. until 5:00 p.m. Eastern time. It is quick, easy and informative.

866-946-0444

reimbursement@zimmerbiomet.com

Zimmer Biomet Reimbursement Website

A central repository for key information on coding, coverage and payment for Zimmer Biomet technologies

Includes:

- Easy-to-use coding reference sheets
- ICD-10-PCS and CPT® codes
- Patient Access Solutions

www.zimmerbiomet.com/reimbursement

Patient Access Solutions

A quick and easy online portal specific to AmnioRepair® Allograft, Gel-One® Cross-Linked Hyaluronate, or VISCO-3™ Sodium Hyaluronate for customers to submit prescriptions and/or request insurance verification. The Patient Access Solutions team provides insurance benefit investigations, patient referral status and prior authorization support.

Support is also available to assist patients, physicians and their office staff with prior authorization and denial management for The Subchondroplasty Procedure (SCP).

Surgeons' offices, on behalf of patients, may request assistance for SCP by contacting a Zimmer Biomet Specialist via the Reimbursement Hotline at (866) 946-0444 (option 3). The Specialist will evaluate each case on an individual basis to help determine appropriate insurer followup.

- Buy & Bill or Specialty Pharmacy
- Customers can view status of requests in real time
- Assists the patient (with appropriate authorization) in obtaining prior authorization and claim denial support.
- Assists the patient by facilitating claim appeals
- Provides supportive peer-reviewed literature and product information

855-200-2760

(FAX) 855-200-2761

<https://zimmer.aspnprograms.com>

For Subchondroplasty Support Call:

866-946-0444, Option 3

Health Economics and Outcomes Research

The Health Economics and Outcomes Research team collaborates with Marketing, Commercial Sales, Clinical Affairs, etc. to ensure competitive advantage and build value-based collaterals across ZB product portfolio for US and Global markets.

- Establish clinical and economic burden
- Convey product value to economic stakeholders
- Support Clinical Affairs with protocol review
- Identify real-world evidence generation
- Align with commercial and platform marketing to ensure adequate training, collateral development, and dissemination of evidence

zimmerbiomet.com/reimbursement

Market Access Field Support

Market Access is available to provide field service support through education and assistance with customer questions and issues pertaining to health policy, health economics and reimbursement. The team is available to work with sales and customers to alleviate economic and reimbursement issues impacting customers and the ability of patients to access Zimmer Biomet's products.

East Zone Contact: Meghan Gardner
Meghan.Gardner@zimmerbiomet.com
East Zone Contact: Kathy Miles
Kathy.Miles@zimmerbiomet.com
West Zone Contact: Ashwini Naidu-Helm
Ashwini.Naidu-Helm@zimmerbiomet.com
West Zone Contact: Nicole Will
Nicole.Will@zimmerbiomet.com

For more information, please contact the Zimmer Biomet Reimbursement Hotline at **866-946-0444** or reimbursement@zimmerbiomet.com

