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Getting Insurance Reimbursement for PainShield® MD Therapeutic Ultrasound

Below are steps and suggestions from PainShield® MD users who have successfully obtained insurance reimbursement, at least in part, for the cost of their PainShield MD device. Since each insurance company operates differently, these guidelines are intended as general suggestions that may help you navigate the reimbursement process. KevMed LLC is happy to answer your insurance company's questions about the PainShield MD, technical data and the clinical data to support the use of this product. Please share our phone number 972-931-5596 or email address: david.wiseman@kevmed.com with the contact person at your insurance company.

- 1) get a prescription for PainShield MD
- 2) contact your insurance company
- 3) obtain one or more Letters of Medical Necessity from your doctor(s)
- 4) collect all additional medical documents in support of your claim
- 5) send your claim and supporting documents certified mail with return receipt
- 6) check back with the insurance company regularly and ask what else is needed

More detailed step-by-step instructions and additional tips on how to submit your claim for PainShield MD are listed below.

Step-by-step advice on getting a claim for PainShield® MD approved by your health insurance company:

1. Obtain a prescription for PainShield MD, ideally with several diagnostic codes which describe your conditions that require use of in-home therapeutic ultrasound
2. Call your insurance company stating you will submit a claim for an ultrasound device used for pain management. Ask your insurance company what is required to submit a claim for an ultrasound device and request an email with the medical claims form needed for this particular claim.

A possible 'script' for you to describe the PainShield MD product is:

"My doctor has prescribed a new wearable therapeutic ultrasound device called PainShield MD to treat my [chronic pelvic pain / interstitial cystitis pain/ endometriosis pain/ adhesion pain, etc.]. While ultrasound has been used for years to treat chronic pain, the PainShield MD is a patented new technology that allows me to receive therapeutic ultrasound for several hours at a time every day by wearing an adhesive patch that contains the ultrasound transducer. The device delivers low-frequency, low-intensity ultrasound therapy for several hours every day, even overnight. Rather than having to go to a doctor's or PT's office several times a week to get 15 minutes of treatment, I can get 6 ½ hours of therapy every day in my home or at work."

3. If your insurance company says ultrasound therapy is not covered under your plan, you might ask for a case worker to be assigned to you from the health insurance company (many health insurance



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companies have case workers, but may not assign one unless you ask). Having a case worker often helps getting a claim approved.

4. Obtain Letters of Medical Necessity from each medical professional (pain specialist, OBGYN / proctologist, GP, surgeons, physical therapist, massage therapist). Letters of Medical Necessity should include:

- all diagnostic codes with definitions for the diagnoses you have received
- procedure code for ultrasound used for pain management: In the USA, the procedure code for in-office ultrasound is 97035
- background of the medical professional writing the Letter of Medical Necessity
- history between the medical professional and the patient (dates and nature of treatment for each visit to the medical professional)
- explanation why ultrasound is medically necessary for the management of your chronic pain
- if applicable, include a statement that ultrasound has ALREADY been used and has been helpful in pain management for the patient

5. Gather all your medical files from every doctor and medical facility relating to your claim from as far back as possible. Include information regarding ultrasound, how it has worked for you in the past and how it is 'medically necessary' to have an ultrasound unit in your home for your continued pain management. Ensure that everything you submit for your claim is directly related to conditions that PainShield MD treats. Include any data that may show the insurance company the cost of current treatments, such as monthly pain medication, which may be significantly reduced with the use of PainShield MD for pain management.

6. Photocopy everything you plan to submit to the insurance company, then highlight every date, diagnostic code, procedure code, tests and results and all other items that support the claim for PainShield MD.

7. Organize all of the highlighted documents by date (Letters of Necessity, EMGs, op-reports, nerve blocks, physical therapy notes, chiropractic notes, massage therapist notes, OBGYN / proctologist notes, etc.). This makes it simple for the health insurance company to have a complete and detailed overview of your medical history related to this claim.

8. Photocopy every document in the claim again as now it is well organized with highlighted parts to make the documents supporting your claim simple to follow.

9. Send your claim via certified mail or some other method that allows tracking. Due to time limits between the date of the PainShield MD purchase and submission date for your claims, tracking your mail is important to ensure you don't miss any deadlines due to mail being 'lost' in the system.

10. Once you have confirmation that your claim has been received by the insurance company, call your case worker (if you have one) or the claims department to inform them of the submission and ask if anything else is needed and what the decision time frame is.

Important things to remember:

1. Sometimes, the lines of communication between your insurance company and your medical providers may break down. It is important to anticipate problems with your claim submission:

- sometimes the insurance company may not request the information they said they would
- sometimes the insurance company may request only partial information
- sometimes the insurance company may not have received the information from your medical professionals, even though your doctor may have sent it
- sometimes there is information in your medical files that is not relevant to your claim for PainShield MD reimbursement and this unnecessarily confuses the issue

3. Always be courteous. While dealing with health insurance companies can be frustrating, your results will be better if you remain polite and respectful.

We thank Kathy Schoemehl of www.easenervepain.com for providing much of the information in this document. Kathy is a chronic pain sufferer and patient advocate, and she volunteers her time to help chronic pain patients obtain insurance reimbursement. Kathy would be happy to assist you and can be reached at (314) 580-9729.

Getting an insurance claim approved will take time and effort. Often claims are denied at least once, sometimes twice before approval is finally granted. Be persistent!