

NeuroStar Care Connection™

A Patient's Guide to Reimbursement Services



Helping patients gain access
to the new way back to the true you™



Non-systemic • Non-invasive

NEUROSTAR®
TMS THERAPY

The New Way Back™

About the NeuroStar Care Connection™ Program

Your physician has recommended NeuroStar TMS Therapy®, a new treatment for patients suffering from major depression whose symptoms persist despite treatment attempts with antidepressant medications. Neuronetics, the developer of the NeuroStar system has developed the **NeuroStar Care Connection** program to help patients like you secure coverage and reimbursement for NeuroStar TMS Therapy. This program may be necessary because new therapies like NeuroStar TMS Therapy are often not included in health insurance plans when they first become available to patients. It usually takes time for health insurance plans to establish coverage policies for newly approved technologies such as NeuroStar TMS Therapy. The objective for NeuroStar Care Connection program staff is to assist you in gaining access to NeuroStar TMS Therapy as quickly as possible by assisting in securing coverage and reimbursement.

Who Can Access the NeuroStar Care Connection Program?

This program is designed exclusively to assist patients with the process of securing insurance coverage and reimbursement for their physician prescribed NeuroStar TMS Therapy treatments. If your particular health insurance plan does not have a medical policy which covers NeuroStar TMS Therapy at this time, a program case manager specializing in NeuroStar TMS Therapy will work on your behalf to assist with obtaining prior authorization and work to appeal coverage denials, if necessary. This case manager will work with you, your physician, and important caregivers to assist you throughout the process.

How Can NeuroStar Care Connection Help Me?

Your case manager is experienced at working with all types of private and public health insurance plans and can navigate this sometimes complicated coverage and reimbursement process. They will manage the exchange of information between you, your physician's office, and your health insurance company. Please be aware that the program cannot eliminate or decrease the bills from your physician's office. This is between you and your physician. The goal of the program is to facilitate the start and continued coverage of the cost of your treatments through your health plan.

How Do I Get Started?

- Ask your physician to help or contact the staff directly at 1-877-NCC2TMS (1-877-622-2867).
- Review and sign the enrollment form (available from your **physician** or on the web at www.neurostartms.com).
- Fax the completed and signed form to 1-866-307-1339. It can also be mailed to the address on the back of this information pamphlet if you do not have access to a fax service.
- You and/or your physician will be sent a program welcome letter acknowledging your program enrollment.

Please note your signed authorization permitting the sharing of your Personal Health Information (PHI) is required for the NeuroStar Care Connection to begin working on your case. There is a place on the enrollment form where you grant this permission.

What Can I Expect From the NeuroStar Care Connection Program?

- A personal case manager will be assigned to your case and will start the benefit investigation process, and the prior authorization process if necessary.
- If your initial prior authorization request is denied, your case manager will work with your physician to prepare an appeal in an attempt to overturn this denial of coverage.
- Your case manager will keep you informed about coverage decision status.
- Your case manager understands that the process of securing coverage and reimbursement is unfamiliar to most patients so they will be available to answer your questions.
- If coverage and reimbursement are secured from your health plan, in most cases your case manager can also provide information about what your co-pay/deductible amounts will likely be.
- Your NeuroStar Care Connection case manager will communicate regularly with your physician's office to ensure they understand the current status of your request for coverage and reimbursement from your insurance plan.

NeuroStar Care Connection™ Process

Complete, Sign,
and FAX the NCC
Enrollment Form

A Personal
Reimbursement
Case Manager is
Assigned to Your
Case

NCC Program
Welcome Letter
is Sent

The Process
Starts With Benefits
Investigation



Contact Information

NeuroStar Care Connection Program
1650 South Amphlett Blvd, Suite 300
San Mateo, CA 94402

Tel: 1-877 NCC2TMS
(1-877-622-2867)

Fax: 1-866-307-1339
www.neurostartms.com

Hours of Operation

Monday–Friday, 10:00 a.m.–7:00 p.m. EST
Closed Holidays

Privacy Policy

The NeuroStar Care Connection (NCC) program is committed to the protection of individual's confidential Personal Health Information. NCC case management staff will only use a patient's confidential health information, whether from a patient, a physician, or a health plan in efforts directed at securing coverage and reimbursement for NeuroStar TMS Therapy treatments, and for other purposes as may be required by law.



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