

# Patient Reimbursement Process Journey Map

# **Doctor Appointment**

Patient visits doctor and receives medical care.

# **Treatment Decision**

Doctor charts notes and makes clinical prescribing decision.

## Office Confirms Coverage\*

Office staff will ask for your medical insurance information.

#### If You Are Covered

Office will schedule an appointment with you for treatment.

#### If You Are Covered But With Cost Share\*

Ensure understanding of insurance coverage/requirements and what out-of-pocketcosts are your responsibility. If your cost-share is a concern, see below.

### If You Are NOT Covered\*+

If you do not have medical insurance, there may be options to discuss with your doctor.

These include:

- Monthly Payment Plan
- Patient Protection and Affordable Care Act (PPACA) options, if eligible
- Charitable foundations<sup>‡</sup>

### Treatment Received

Doctor administers your treatment.

#### Claim Submitted

Office submits a claim to your medical insurance for payment.

# **Insurance Processes Claim**

Claim processed and doctor's office receives payment for infusible agents or physician services rendered.

### Treatment Received

Doctor administers your treatment.

#### Claim Submitted

Office submits a claim to your medical insurance for payment.

## **Insurance Processes Claim**

Patient cost responsibility is confirmed. Claim processed and doctor's office receives payment for infusible agents or physician services rendered.

## Office Bills Patient\*

Doctor's office bills you for your out-of-pocket cost-share responsibility (comprised of co-pay, deductible, or co-insurance payment).† The process will look different if you are taking an oral medication. Please contact BMS Access Support® at 1-800-861-0048 to review the steps that you and your provider will take to access your prescribed medication.

For patients with no prescription drug insurance: BMS Access Support can provide information to your doctor regarding independent charitable programs that may be able to provide financial support, including the BMS Patient Assistance Foundation, a charitable organization that provides medicine, free of charge, to eligible, uninsured patients who have an established financial hardship. These charitable organizations are independent from Bristol-Myers Squibb Company and have their own eligibility criteria and evaluation process.

Bristol-Myers Squibb Company cannot guarantee that a patient will receive assistance.



<sup>\*</sup> Bristol Myers Squibb (BMS) Access Support® may be able to assist your doctor with questions relating to your access to a BMS medication prescribed.

<sup>†</sup> BMS Access Support can help identify financial assistance programs for patients who need help managing the cost of treatment. The appropriate program will depend on the patient's coverage.