



LifeCare ViiV Connect Copay Card Process

PURPOSE/PROCESS: BACKEND PROCESS FOR DOCUMENT ACCESS AND PAYMENT FOR CABENUVA SERVICES

SIMPLIFY PROCESS AND COMMUNICATION FOR PATIENTS ENROLLED IN ViiV PATIENT SAVINGS PROGRAM

REVISION # & DATE: 11/30/2021

DOCUMENT OWNER: SR PROJECT MANAGER

Step	Description:	Reason / Key Point / Image	Position/Who
1	Eligible patients are enrolled in ViiV Patient Savings Program for Cabenuva. "Cabenuva" folder is created within the "Pharmacy" folder in the patient Y: drive folder.	Patients enrolled with private insurance who have a copay or out of pocket cost are eligible.	TBD ViiV <i>or</i> LifeCare Pharm Tech or Sr Project Manager
2	Enrolled patients are instructed to provide their insurance EOBs related to Cabenuva treatment to their assigned MSW.	EOBs are collected over time, as treatment is ongoing monthly.	MSW/RN
3	Collected EOBs are scanned, dated, and stored in "Cabenuva" folder.	MCM chart documentation required for this step.	MSW
4	MSW will request from Clinic Manager UB-04(s) for date(s) of service listed in EOBs (step 3).	Email Clinic Manager the following: Patient Name, MRN, and date(s) of service needed	MSW
5	Form(s) UB-04 for DOS are obtained and stored in "Cabenuva" folder. Inform by email MSW and Sr Project Manager they are complete.		Clinic Manager
6	EOBs and UB-04s are uploaded to ViiV Connect portal for review.		Sr Project Manager
7	ViiV Connect portal claims outcome is reviewed. If approved, payment is made to the patient IU Health Account using the patients virtual debit card. Email MSW outcome of claim.		Sr Project Manager



Indiana University Health

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