

Patient Access Network Foundation Provider Billing Guide

What services will be reimbursed?

PAN reimburses for patient co-payment, co-insurance, and deductible amounts related to eligible medications after the patient's insurance has processed claims for those medications. PAN is the "payer of last resort" after all of the patient's forms of insurance have processed the claims.

Dates of service up to 90 days prior to the eligibility start date are eligible for reimbursement.

The following services are not reimbursable:

- Medical services, such as lab work, office visits, or administration.
- Eligible medications not covered by primary insurer.
- Eligible medications paid by the primary payer at 100% of the contracted rate.
- Eligible medications billed only to drug discount cards and not insurance.

When should I submit for reimbursement?

PAN recommends providers submit claims for reimbursement as soon as possible after rendering services. Providers must submit all claims within 120 days of the patient's eligibility end date.

Who can I contact with claims questions?

Providers may contact PAN at (866) 316-7263 Monday through Friday, from 9 a.m. to 5 p.m. EST.

✓ Step 1: Prepare Claim

Gather and complete the following items:

- W-9 form (required annually for each practice).
- True secondary CMS-1500, UB-92, or UB-04 form showing payment by the primary payer.
- If a true secondary claim is not available, a CMS claim form with the corresponding Explanation of Benefits or Medicare remittance showing the patient's out-of-pocket liability for the drug.
- Itemize all dates of service the patient received the drug.

Note: PAN cannot process incomplete claims and will return such claims with a request for additional information.

✓ Step 2: Submit Claim

Claims can be filed through any of the three methods below:

1. Submit electronically using payer ID 38225
 2. Mail to: PAN Foundation
PO Box 2310
Mt. Clemens, MI 48046 3.
- Fax to: (844) 726-4728

✓ Step 3: Receive Reimbursement

PAN processes all clean claims within 10 business days of receipt. PAN issues payment daily following the date when PAN processes the claim.