

Step 3 DELIVER

Delivery options to meet the patient's needs.

Once insurance authorization is obtained, a KCI representative will call the patient or family caregiver to schedule a delivery date and time. A valid home or mobile number is important. There are two delivery options available:

- **To a Home Address** – KCI uses UPS for home deliveries. The patient or family caregiver must be home and sign to accept delivery.
- **To a Facility** – Delivered to a facility from the local KCI Service Center. Delivery schedule is based on route for that facility.

Located inside the delivery box is the *Assignment of Benefits* (AOB) letter. It is the responsibility of the patient to sign and return the letter to KCI in the self-addressed envelope.

Step 4 RE-AUTHORIZE

Continuing V.A.C.® Therapy beyond initial authorization.

Wound improvement and documented medical necessity is required by insurance to continue a patient on V.A.C.® Therapy beyond the initial authorization period. To ensure uninterrupted care monthly progress notes must be submitted to insurance in a timely manner. KCI offers two methods from which to choose:

V.A.C.® Therapy System Monthly Wound Progress Form

- Provides information required for insurance re-authorization

Patient's Clinical Record

- Must include all relevant wound history data and wound improvement documentation

Step 5 DISCHARGE

Ending therapy is a phone call away.

When V.A.C.® Therapy is no longer needed, call KCI at 1-800-275-4524 and provide us the following information:

- Patient's name and phone number
- Date therapy ended
- A completed *V.A.C.® Therapy System Discharge Form*

KCI will call the patient or family caregiver to schedule pick-up via UPS. Instructions for returning the V.A.C.® Therapy System are located in the box.

Contact Us

KCI team members are available to provide assistance and answer any questions you may have with the V.A.C.® Therapy ordering process.

KCI National Contact Center: 1-800-275-4524

Available 24/7 as your resource for:

- Ordering the V.A.C.® Therapy System and supplies
- Delivery, pick-up and service related questions
- Clinical and case management questions related to KCI Therapies

KCI Express® Support Team: 1-800-275-4524 ext. 65080

Monday – Friday 7:00 am – 6:00 pm (CST)

Customer support for using KCI Express® to do the following:

- Place orders for KCI therapies and supplies
- Access and update physician, patient and wound information
- Track orders in-process and request service and pick-up of delivered products

Home Care Order Fulfillment Team: 1-800-275-4524 ext. 55858

Monday - Thursday 7:00 am – 8:00 pm (CST)

Friday 7:00 am – 9:00 pm (CST)

Saturday 7:00 am – 6:00 pm (CST)

Available as your resource for:

- Verifying benefit coverage and patient eligibility
- Obtaining authorizations from payers (initial and re-authorizations)
- Answering reimbursement and compliance questions

My KCI Representative

Name _____

Phone _____

Email _____



NOTE: Specific indications, contraindications, warnings, precautions and safety information exist for KCI products and therapies. Please consult a physician and product instructions for use prior to application.
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V.A.C.® Therapy Access Guide

Five Simple Steps to Ordering V.A.C.® Therapy for Your Patients



Accessing V.A.C.® Therapy for Your Patients

Step 1 ORDER

Ordering V.A.C.® Therapy is simple.

To order V.A.C.® Therapy for a patient you will need a valid prescription and proof of medical necessity. The following information is required when placing an order:

- A signed prescriber's order
- Patient information and a delivery address (No P.O. Box)
- Insurance information (Medicare, Medicaid, Private Insurance, other)
- Clinical information by wound type

Options for Ordering.

There are three ordering options available:

V.A.C.® Therapy Insurance Authorization Form

- Provides complete information necessary for insurance authorization
- The physician's original signature and date are required (no stamps allowed)

KCI Express®

- Allows for electronic submission of an order
- Uses a secure website available 24/7 from any computer with internet access

V.A.C.® Therapy Prescription Pad

- Convenient Rx pad for prescriber's order
- Certain sections (Section 3-5) of the *V.A.C.® Therapy Insurance Authorization Form* must still be completed

Ordering Exceptions

Call KCI at 1-800-275-4524 prior to placing the following orders:

- All Medicaid orders; requirements vary by state
- Skilled Nursing Facilities (Medicare orders only); facilities may cover the cost of V.A.C.® Therapy directly without additional order requirements

Step 2 AUTHORIZE

Authorization is handled by KCI.

After the order is received, KCI obtains benefits and eligibility and authorization from the patient's insurance.

- KCI submits the information you have provided us to the patient's insurance
- Authorization time will vary; some authorizations may take 24 hours or longer for approval based on insurance requirements*
- Insurance authorizations for V.A.C.® Therapy can range in 14-30 day increments
- The V.A.C.® Therapy System will be delivered to the patient after insurance authorization is approved

**Additional information may be requested based on insurance authorization requirements.*