

# NUTRICIA NAVIGATOR:

## OUR COVERAGE AND FULFILLMENT SUPPORT PROGRAM FOR YOUR PATIENTS

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Scan the code to download the presentation slides or go to:

[www.NutriciaLearningCenter.com](http://www.NutriciaLearningCenter.com)



**NUTRICIA  
NAVIGATOR**

**NUTRICIA**  
LIFE-TRANSFORMING NUTRITION

## DISCLAIMERS

- Nutricia Navigator is a service of Nutricia North America.
- The content of this program relates to enteral formula coverage in the USA and is intended for healthcare professionals.
- The information provided in this presentation is an overview and does not constitute product coverage or reimbursement advice.
- The purpose of this presentation is to provide examples of how to navigate the health insurance landscape. Information should not be interpreted as an endorsement by Nutricia North America (NA) and does not represent Nutricia's position on sufficient or adequate coverage for medical nutrition. Nutricia NA makes no representation or warranty regarding this information or its completeness, accuracy, timeliness, or applicability to an individual's particular situation. All medical necessity determinations must be made by the responsible clinician.
- Determinations of coverage of therapeutic nutrition for an individual must be made by the appropriate health plan. Nutricia NA does not guarantee coverage of any insurance plan provider and will not reimburse any claims denied by third-party payers.

## LEARNING OBJECTIVES

- Recognize the breadth and scope of Nutricia Navigator
- Discover how to access the program and refer your patients
- Identify the best contact person for you in case of program questions



**NUTRICIA**  
**NAVIGATOR**

# OBTAINING FORMULA COVERAGE CAN BE STRESSFUL AND A BARRIER TO FOLLOWING A SPECIAL DIET

PATIENTS SOMETIMES FACE MANY ROAD BLOCKS

- Insufficient insurance coverage
- Dropped insurance coverage due to age
- Loss of insurance due to change in employment status
- Complicated insurance plans
- Overwhelming paperwork
- Pre-authorization process
- DMEs or pharmacies not wanting to service a patient



Anabelle and her friend

**Coverage and access problems likely influence adherence and can significantly prevent patients from following their special diet.**

## NUTRICIA NAVIGATOR IS HERE TO HELP YOUR PATIENTS

FROM YOUR NUTRICIA MEDICAL FOOD RECOMMENDATION  
TO CAN-IN-HAND FOR YOUR PATIENTS



A **free service** to help guide your patients through the world of formula coverage and access with personalized **one-on-one** support.

### Eligibility:

- All patients on a Nutricia product
- No age restrictions



Coco and her mom

# FROM COVERAGE TO PRODUCT FULFILLMENT



**Rene' Korpolinski, RDN, LD, MBA**  
Reimbursement Manager

## NUTRICIA NAVIGATOR: COMPREHENSIVE ONE-ON-ONE SUPPORT

WE STAND BY YOUR PATIENTS' SIDE UNTIL ALL COVERAGE QUESTIONS HAVE BEEN ANSWERED

### Nutricia Navigator will on a confidential basis:

- Advocate and help obtain health insurance coverage
- Assist with pre-determinations, prior authorizations and support the medical necessity review
- Provide billing error support
- Facilitate in appealing insurance denials for Nutricia products
- Explore the best financial options for each family
- Initiate joint calls between patients, healthcare teams and insurance companies to help guide families through difficult reimbursement procedures



Rene

## DEDICATED PRODUCT FULFILLMENT TEAM

NUTRICIA NAVIGATOR GOES BEYOND HELPING TO OBTAIN FORMULA COVERAGE

- Assist in finding a DME or pharmacy available to provide the recommended product to your patients
  - Identify an in-network supplier
  - Facilitate special orders through retail pharmacy
  - Compile and deliver the necessary prescription and supporting medical documentation to service the patient
  - Follow up to confirm delivery and receipt of product
- Explore state and school lunch fulfillment programs





# NUTRICIA NAVIGATOR COMMUNICATION WITH HEALTHCARE PROFESSIONALS

KEEPING YOU INFORMED EVERY STEP OF THE WAY

- Communication from the beginning to the close of a referral
- All communication depending on your preferred communication method and chosen frequency
  - Tailored communication to your needs



Jessica Gonzalez, Nutricia Navigator

## SUPPORT WHILE NAVIGATOR IS WORKING FOR YOUR PATIENT

At the time of the referral, the Nutricia Navigator team will assess the family's situation and provide continued assistance to support the family.



## ADDITIONAL SUPPORT IF COVERAGE CAN'T BE FOUND

### KETOCAL AND METABOLIC ASSISTANCE PROGRAM

- Program to support patients who have no insurance, whose insurance does not cover the prescribed Nutricia product, or are ineligible for other programs
- Relevant supporting documentation required
- Patient and HCP signatures required
- Call or email the Nutricia Navigator team for an application




**THE KETOCAL<sup>®</sup> ASSISTANCE PROGRAM**

The KetoCal Assistance Program is designed to:

- Provide assistance to those without insurance or where KetoCal and/or Liquefen<sup>®</sup> has been denied
- Make KetoCal and/or Liquefen available to patients who qualify, at a discounted rate, based on eligibility requirements listed in the application

**NUTRICIA** Advanced Medical Nutrition

Questions or comments about the KetoCal Assistance Program?  
Call 1-800-365-7354, option 5



**THE METABOLIC ASSISTANCE PROGRAM**

**NUTRICIA**

Questions or comments about the Metabolic Assistance Program?  
Call 1-800-365-7354

## NUTRICIA NAVIGATOR IS HIGHLY SUCCESSFUL AND RESPECTED

TAILORED SERVICE TO MEET YOUR PATIENTS' NEEDS

- Our success rate in following through to “Can-in-hand” for metabolic patients is over 90%
- We treat each patient like family and strive for the best outcome for you.

“[Nutricia]  
Navigator has been  
a blessing for my  
family”

“The service was  
absolutely  
outstanding, we  
were granted  
coverage just  
yesterday.”

# HOW TO SIGN UP FOR NUTRICIA NAVIGATOR SERVICES

## HOW DO I CONTACT THE NUTRICIA NAVIGATOR TEAM?



Theresa Croft &  
Jessica Gonzalez,  
Nutricia Navigator



Call  
**800-365-7354**



Available Monday through Friday  
**10:00 am to 6:00 pm ET**



Email  
**[NutriciaNavigator@nutricia.com](mailto:NutriciaNavigator@nutricia.com)**



**[www.medicalfood.com/reimbursement/](http://www.medicalfood.com/reimbursement/)**  
**[www.myketocal.com/reimbursement.aspx](http://www.myketocal.com/reimbursement.aspx)**



Fax  
**877-777-0164**



## THREE EASY STEPS TO GET STARTED USING THE NUTRICIA NAVIGATOR SERVICE – STEP 1



**One-time:** Complete the *Prescriber Information Form*



**For each new patient:** Fill out the *Patient Information Form*



Email or fax the forms to Nutricia Navigator

## SUBMISSION OF PRESCRIBER INFORMATION FORM ONLY ONCE

- Pertinent information about the healthcare professionals (you) and clinic prescribers
- Makes the process easier when your patients utilize Nutricia Navigator service
- Needs to be completed one time
- Forms are electronically fillable and digitally signable



Please Print and Press Firmly  
Phone: 800-365-7354

### Prescriber Information Form



Please Fax Completed Form to: 877-777-0164 or  
Email Completed Form to: [nutricianavigator@nutricia.com](mailto:nutricianavigator@nutricia.com)

#### PRACTICE INFORMATION

Practice Name	Office Phone	Fax	
Practice Address	City	State	Zip
Practice Contact Name	Title	Phone	Email Address
Practice Tax ID Number (9 digits) (Required)	Specialty	Preferred DME Provider	

#### PRESCRIBER INFORMATION

(Please complete for each healthcare professional who will be prescribing Nutricia products)

NPI (10 digits)	Name	Phone Number	Cell Number	Email Address
NPI (10 digits)	Name	Phone Number	Cell Number	Email Address
NPI (10 digits)	Name	Phone Number	Cell Number	Email Address
NPI (10 digits)	Name	Phone Number	Cell Number	Email Address
NPI (10 digits)	Name	Phone Number	Cell Number	Email Address

#### ADDITIONAL INFORMATION

Preferred DME provider (to be completed if individual healthcare professional preference differs from practice)

Name of Healthcare Professional	Preferred DME Provider
Payer provider number (to be completed if different than Tax ID)	
Payer	Provider Number
Payer	Provider Number

**AUTHORIZING SIGNATURE:** Prescriber has completed this form and understands that the information will be used by Nutricia North America, Inc. and its contracted agent solely to determine if third party coverage is available for Nutricia products for those patients of prescriber who choose to use Nutricia Navigator.

Signature	Date
Print Name	

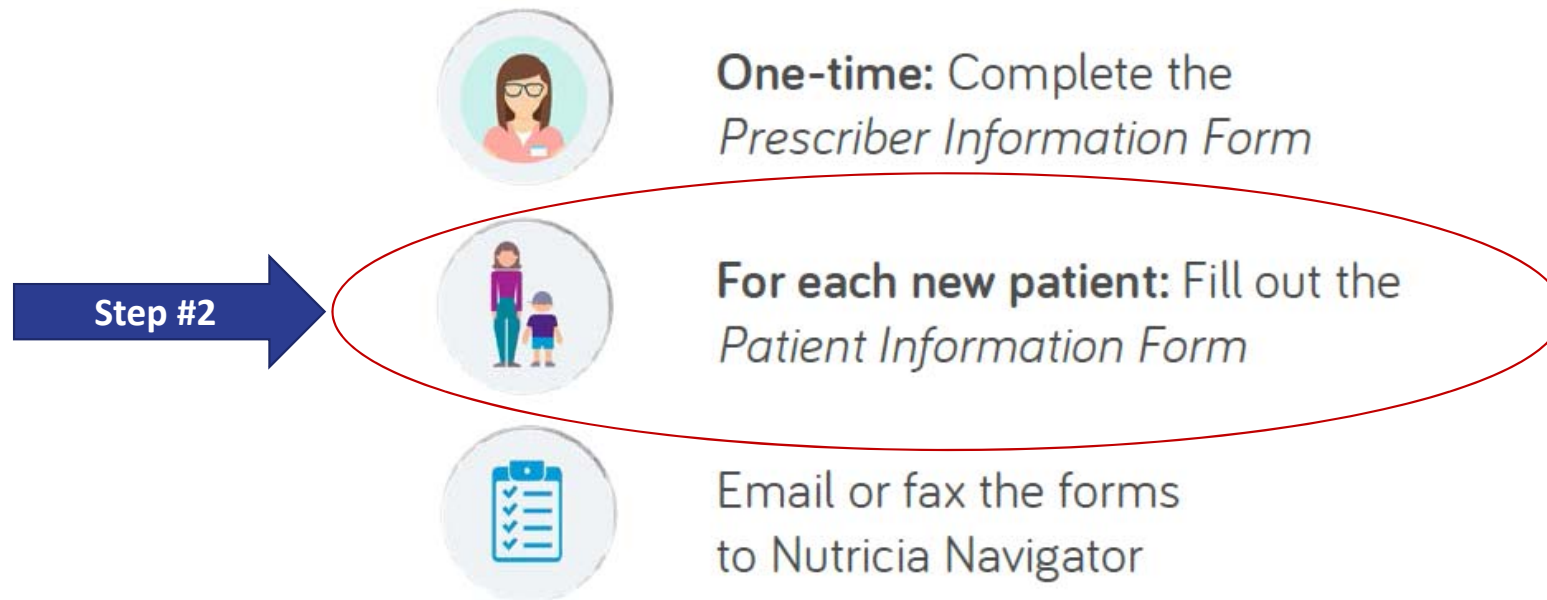
Questions about this Program? Please call **800-365-7354**.

Reimbursement Specialists are available Monday through Friday, between the hours of 7:00 am and 3:00 pm Pacific Time. Voice mail is available for requests received after hours and Specialists will respond to these calls by the next business day.

Rev 3/20



## THREE EASY STEPS TO GET STARTED USING THE NUTRICIA NAVIGATOR SERVICE – STEP 2



# SUBMISSION OF PATIENT INFORMATION FORM PER PATIENT

- HIPAA-compliant form that allows the Nutricia Navigator team to gather all pertinent medical information
- New form for each patient referral
- You and the patient/legal guardian must sign the form
- Forms are electronically fillable and digitally signable

Patient Signature

Clinic RD Signature

## THREE EASY STEPS TO GET STARTED USING THE NUTRICIA NAVIGATOR SERVICE – STEP 3



**One-time:** Complete the  
*Prescriber Information Form*



**For each new patient:** Fill out the  
*Patient Information Form*



Email or fax the forms  
to Nutricia Navigator

**Step #3**

## HOW DO I CONTACT THE NUTRICIA NAVIGATOR TEAM?



Theresa Croft &  
Jessica Gonzalez,  
Nutricia Navigator



Call  
**800-365-7354**



Available Monday through Friday  
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Email  
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**[www.medicalfood.com/reimbursement/](http://www.medicalfood.com/reimbursement/)**  
**[www.myketocal.com/reimbursement.aspx](http://www.myketocal.com/reimbursement.aspx)**



Fax  
**877-777-0164**

# FIND COVERAGE SERVICE INFORMATION, NAVIGATOR FORMS AND LETTERS OF MEDICAL NECESSITY

- Reach out to your Nutricia Territory Specialist, or find the forms online at:
- <https://www.medicalfood.com/reimbursement/>
- <https://myketocal.com/reimbursement.aspx>

The image displays three overlapping screenshots of the Nutricia Navigator website. The top screenshot shows the 'Formula Coverage' page, which includes a navigation bar with links for HOME, FORMULA COVERAGE, EDUCATION, SUPPORT, PRODUCTS, and CONTACT US. The main content area features a header 'Nutricia Formula Coverage' and a sub-header 'Nutricia Navigator'. A central text block explains that obtaining formula coverage can be frustrating and offers personalized one-on-one help. A list of services includes: contacting health insurance plans, completing pre-determinations, initiating joint calls, providing billing error support, and assisting with insurance denials. A call to action provides the phone number 1-800-365-7354 and the email NutriciaNavigator@nutricia.com. A success story states: 'Successfully helped 9 out of 10 people obtain formula coverage!'. The middle screenshot shows a 'Reimbursement An Introduction' page with a list of resources: Introduction, Insurance Coverage Navigator, Other Programs, and Resources You Can Use. The bottom screenshot shows a 'Resources for You' page with two download buttons: 'The Navigator Patient Information Form' and 'Prescriber Information Form'.

# THE NUTRICIA NAVIGATOR TEAM AND THE PATIENT-HCP NAVIGATOR JOURNEY



**Jan Alvarado**  
Nutricia Navigator



**Susan Horn**  
Nutricia Navigator



## MEET YOUR NAVIGATOR TEAM MEMBERS!



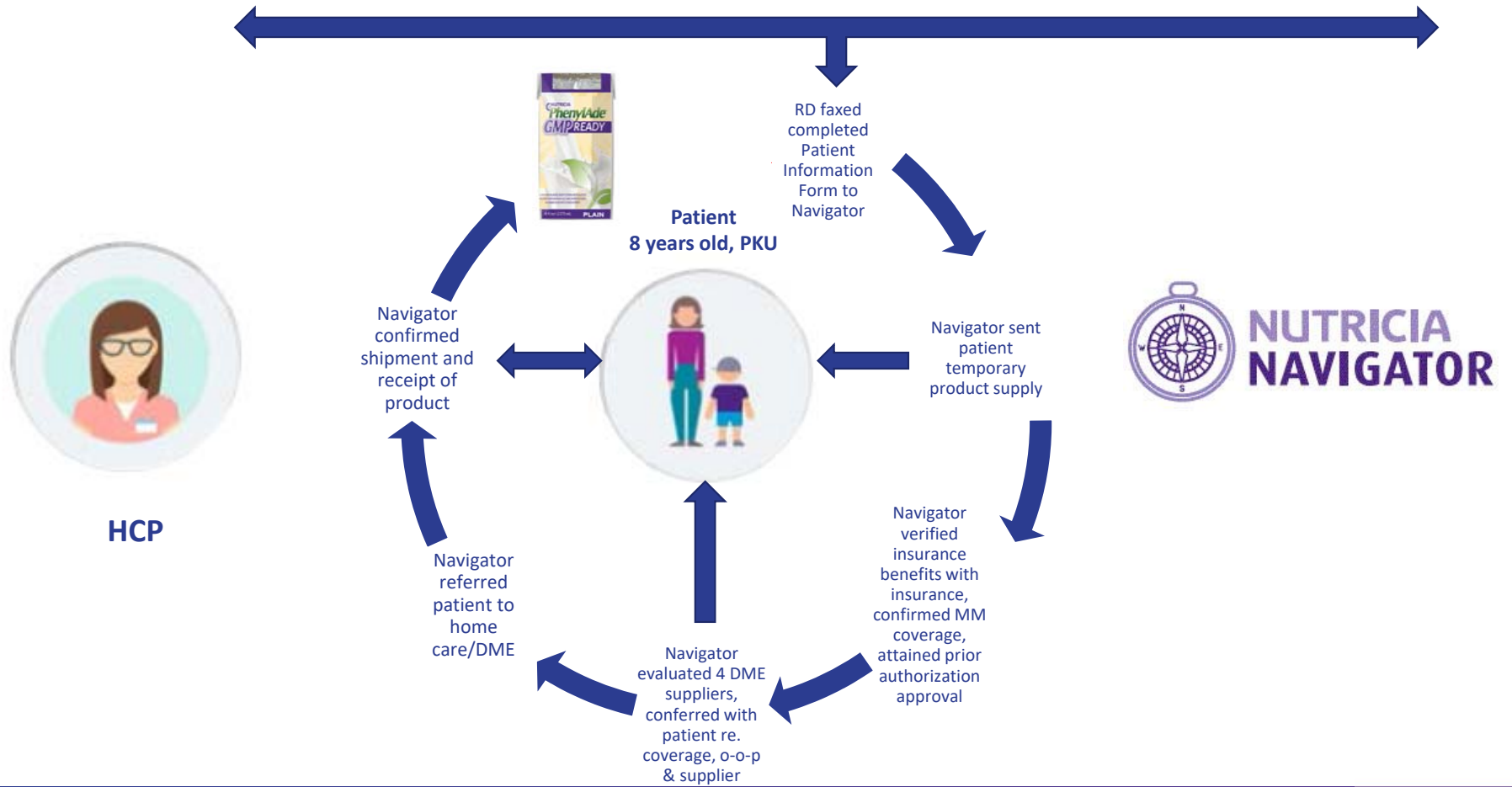
Theresa Croft  
West Territories



Jessica Gonzalez  
Eastern Territories

# EXAMPLE CASE

Continuous communication between Navigator and HCP during the journey





## YOUR TAKE-HOME MESSAGES FOR NUTRICIA NAVIGATOR



1. Nutricia Navigator is a FREE and CONVENIENT service to help with medical food coverage and access
2. Patients of all ages on a Nutricia product are eligible
3. Three EASY steps to refer your patients – refer early on in the process
4. For questions or more information, contact us:



Call  
**800-365-7354**



Available Monday through Friday  
**10:00 am to 6:00 pm ET**



Email  
**[NutriciaNavigator@nutricia.com](mailto:NutriciaNavigator@nutricia.com)**



**[www.medicalfood.com/reimbursement/](http://www.medicalfood.com/reimbursement/)**  
**[www.myketocal.com/reimbursement.aspx](http://www.myketocal.com/reimbursement.aspx)**



Fax  
**877-777-0164**

# QUESTIONS?



# THANK YOU AND PLEASE PROVIDE US WITH YOUR FEEDBACK

Scan the code to access the webinar survey or  
follow the link that will appear when you close  
out the Webinar.

