



Managing Patient Reimbursement Issues

Studies have shown that between 7% and 17% of patients do not fill a prescription after encountering a reimbursement issue from their benefit plan.¹⁻³

Make sure your office understands access issues, and help your patients minimize any potential barriers in treating their sleep-related problems.

Reimbursement Checklist

1. Use a patient insomnia risk assessment to assist in evaluation of insomnia symptoms.
2. Be sure to code the diagnosis accurately for streamlined billing. (See Sample ICD-9 Codes)
3. Be aware of your major health plans and their access to AMBIEN CR. Talk to your patients about what managed care terms mean and how they have access to the drug they have been prescribed. (See Common Managed Care Terms for Your Patients)
4. Dispense as Written instructions can help minimize callbacks.
5. Ask the pharmacist about the nature of any step edit or prior authorization. For instance, the patient may have already tried another sleep aid and failed, and thus is eligible for AMBIEN CR tablets.
6. Remember that AMBIEN (zolpidem tartrate) and AMBIEN CR are not bioequivalent.⁴⁻⁶
7. Remind your patients about the resources available to them through AMBIEN CR:
 - a. www.AmbienCR.com
 - b. www.Shuteye.com
 - c. AMBIEN CR Offers (see www.ambienr.com/getambienr)

AMBIEN CR is indicated for the treatment of insomnia characterized by difficulties with sleep onset and/or sleep maintenance. AMBIEN® (zolpidem tartrate) is indicated for the short-term treatment of insomnia characterized by difficulties with sleep initiation.

IMPORTANT SAFETY INFORMATION

In elderly or debilitated patients, or in patients with hepatic insufficiency or dysfunction, the recommended dose of AMBIEN CR is 6.25 mg and the recommended dose of AMBIEN is 5 mg. These patients should be closely monitored.

AMBIEN CR and AMBIEN both have rapid onset of action; therefore, patients should ingest right before going to bed and when ready for sleep. To avoid residual effects, patients should not take AMBIEN CR or AMBIEN unless they are prepared to get a full night's sleep (7 to 8 hours). Until they know how it will affect their physical or mental performance upon awakening, patients should not drive or operate hazardous machinery after taking AMBIEN CR, AMBIEN, or any other sleep medication. Complex behaviors such as somnambulism, including driving or eating while not fully awake, with amnesia for the event, as well as abnormal behaviors such as being more outgoing or aggressive than normal, confusion, agitation, and hallucinations may occur. AMBIEN CR or AMBIEN should not be taken with alcohol as they may increase these abnormal behaviors. Discontinuation of AMBIEN CR or AMBIEN should be strongly considered for patients reporting such complex behaviors. Angioedema may occur in patients taking AMBIEN CR or AMBIEN and in rare cases may be fatal. Patients who develop angioedema should not be rechallenged. In primarily depressed patients, worsening of depression, including risk of suicidal thoughts or actions, including completed suicides, have been reported. The most commonly observed adverse effects in controlled clinical trials of AMBIEN CR were headache, somnolence, and dizziness. During short-term treatment with AMBIEN, the most commonly observed adverse effects in controlled clinical trials were drowsiness, dizziness, and diarrhea. Because individuals with a history of addiction or substance abuse are at increased risk of habituation and dependence, they should be under careful surveillance when receiving AMBIEN CR, AMBIEN, or any other hypnotic. Both AMBIEN CR and AMBIEN are Schedule IV controlled substances. Sedative hypnotics have produced withdrawal symptoms following abrupt discontinuation.

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Sample ICD-9 Codes for Insomnia-related Conditions⁷

307.41	Transient disorder of initiating or maintaining sleep (e.g., Adjustment insomnia)
307.42	Persistent disorder of initiating or maintaining sleep (e.g., Idiopathic insomnia, Primary insomnia)
327.0	Organic disorders of initiating and maintaining sleep (Organic insomnia)
327.01	Insomnia due to medical condition classified elsewhere
327.02	Insomnia due to mental disorder
780.52	Insomnia, unspecified
780.5	Sleep disturbances

Reimbursement may vary among payers depending on a number of factors, including the basis for payment, local medical review policies, and physician, payer, and contractual agreements.

This resource has been created by sanofi-aventis to provide you with information only. Sanofi-aventis does not intend this guide to be a substitute for carrier-specific guidelines or billing policies. All coding references should be confirmed with the applicable carrier using the current year's ICD-9 or CPT manual. Sanofi-aventis does not accept responsibility for any failure to seek or receive reimbursement for claims submitted based on this information.

For more codes, visit the free online searchable ICD-9-CM and Medical Terminology Dictionary at <http://icd9cm.chrisendres.com>

Common Managed Care Terms for Your Patients

Formulary

A formulary is a list of drugs that are preferred by the plan. Formularies help manage drug use by making some drugs available to members at lower costs and encouraging doctors to use medically appropriate drugs. States have a similar list of drugs called a preferred drug list (PDL) or contract drug list (CDL), but the processes are substantially the same.

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Step therapy or step edit

A plan requires the patient to try a different drug before it will provide coverage for the prescribed drug. Usually, step-therapy rules are used to encourage physicians to try one drug before other drugs.

Prior authorization

A plan requires the physician to give a reason for prescribing a drug. Usually the plan needs to see the prescribed drug justification before allowing it to be covered. Physicians can justify the use of appropriate medication to the plan and get patients access to other drugs.

Quantity limits

The plan will only cover a certain number of pills or refills over a certain time period. For example, the plan only covers 14 pills over 30 days.

Appropriate Reasons to Choose AMBIEN CR

- The predominant patient complaint is difficulty maintaining sleep, or nonrestorative sleep.
- The patient cannot tolerate current therapy (e.g., next-day residual impairment).
- The patient is controlled on AMBIEN CR samples and has not experienced any side effects.
- AMBIEN CR has an approved indication for sleep maintenance.⁴
- The patient tried zolpidem tartrate immediate-release in the past and the therapy was unsuccessful.

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