

Patient Assistance Program (PAP):

Through Rotech and Covance: service providers of Smith & Nephew



Supporting healthcare professionals for over 150 years

Hotline for Patient Assistance Program: 1 800-876-1261

1. HCP/patient completes the RENASYS[®] Negative Pressure Wound Therapy Patient Assistance Program Application along with Order and Prescription forms in their entirety and fax it to Covance at 1 800-472-3848. If the hospital has already qualified the patient as “indigent” they can fax their confirmation form in place of the Application along with the Order and Prescription form.
 - A copy of the patient’s face sheet is also requested along with the forms
2. The hotline verifies the patient’s eligibility within 1-2 business days
 - The eligibility criteria are as follows:
 - Patient must be prescribed NPWT for use in the homecare setting. The wound and patient must meet all NPWT qualifying criteria for indications, contraindications and be substantiated with a valid diagnoses and a signed prescription
 - Patient has no payer coverage, meaning either has no insurance or is insured through a state plan that provides no coverage for the therapy category. The program does not cover payer denials for authorization
 - Patient must be a U.S. resident
 - Patient must meet income requirements
3. If the request is Missing Information (MI), the steps outlined below are followed:
 - Once the MI is identified, a call is placed to the requestor
 - If MI is not obtained 2 business days after the initial call to the requestor, the hotline will conduct a 2nd call to the requestor
 - If the MI is not obtained 5 business days after 2nd call to the requestor, the hotline will close the case (If MI is received at a later time, the hotline will re-evaluate the patient’s case)
4. Once the completed application is received and approved, the hotline will enroll the patient for 1 year
5. The hotline will fax the RENASYS order details to Rotech’s intake agents at 1 866-233-7102
6. RENASYS order will be processed by Rotech within 2 hours and out for delivery
7. Rotech will provide delivery status update to Covance via email at Smith&NephewPAP@covance.com. To protect patient information, Rotech will use case numbers (SR #) provided by Covance in email exchanges and will not include patient identifiable information
 - Should original order, or additional supplies, need to be shipped, Rotech will send via FedEx standard delivery and provide shipping information back to Covance