

## PAN Foundation Provider Billing Guide

The Patient Access Network (PAN) Foundation is an independent, national 501 (c)(3) organization dedicated to helping federally and commercially insured people living with life-threatening, chronic and rare diseases with the out-of-pocket costs for their prescribed medications. Partnering with generous donors, healthcare providers and pharmacies, PAN provides the underinsured population access to the healthcare treatments they need to best manage their conditions and focus on improving their quality of life.

### Services considered for reimbursement by the PAN Foundation

The PAN Foundation provides reimbursement in the form of a grant for co-payment, coinsurance and deductible amounts related to eligible medications.

PAN is the payer of last resort, so all patients must be insured and insurance must cover the medication for which the patient seeks assistance.

### Services not considered for reimbursement by the PAN Foundation

The following items are not covered by PAN:

- Eligible medications not covered by the patient's primary insurance.
- Eligible medications paid by the primary insurance payer at 100%.
- Eligible medications billed only to drug discount cards and not insurance.
- Medical services, such as lab work and office visits.
- Medications not covered under PAN's formulary for the corresponding disease fund.

### Minimum claim requirement for PAN Foundation disease funds

Select disease funds have a minimum threshold requirement for PAN to process the claim. You may combine multiple prescriptions to meet the minimum claim threshold. The following disease funds have a minimum claim requirement:

- Heart Failure: \$25
- Parkinson's Disease: \$50

### How to submit a claim to PAN

1. Gather and complete the following items:

- W-9 form (required annually for each practice).
- CMS-1500, UB-92 or UB-04 form showing payment by the primary payer.
- Corresponding Explanation of Benefits statement or Medicare remittance.

2. Submit claim through any of the three methods below:

**Electronically:** Payer ID 38225

**Mail:**  
PAN Foundation  
PO Box 2310  
Mt. Clemens, MI 48046

**Fax:** 1-844-726-4728

### **Mailing and faxing multiple claims together**

You may mail or fax multiple claims together. However, each claim must have its own claim form and Explanation of Benefits statement. Please separate claims with a blank page or a [fax cover sheet](#) to ensure each claim is processed correctly.

### **Claim processing time**

Electronic claims are processed within four business days. The standard processing time for manual claims is 10 business days. Claims are processed on a first-come, first-served basis. Please keep in mind that any missing information may lead to delays in claim processing time.