



# ***SPR**care<sup>TM</sup>*

Patient Access Program for the SPRINT® PNS System

## **Provider Brochure**

## Register in a Few Easy Steps

**1**

### **Complete and sign**

New Provider Registration Form

**2**

### **Submit**

Completed Registration Form via fax or email

**3**

### **Receive**

You will receive access to the SPRcare Provider Portal and a welcome email that includes the following:

- Introduction to SPRcare
- Portal guide and login information
- New Case Submission Checklist

## Case Submission Process

**1**

### **Log into the SPRcare Portal**

[SprintPNS.com/Physicians/Reimbursement](http://SprintPNS.com/Physicians/Reimbursement)

**2**

### **Click on "New Patient Intake (Submit Case)" and enter details into the case**

**3**

### **Attach required documents**

- Signed SPRcare Patient Consent
- Clinical notes
- Payer correspondence (if applicable)
- Insurance card(s) front and back

**4**

### **Submit**

If you prefer manual case submission, please complete the New Patient Intake Form and submit via fax or email along with the required documents.

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## Available Support

### **Coding, Coverage, and Payment**

Answer any SPRINT PNS coding, coverage, and payment inquiries you may have.

### **Benefit Verification**

Verification of benefits and eligibility to determine benefit and coverage details and pre-service review requirements/availability.

### **Prior Authorization and Appeals**

Prior authorization (pre-determination) and appeal facilitation in collaboration with providers and patients.

The SPRINT PNS System is indicated for up to 60 days for:  
(i) Symptomatic relief of chronic, intractable pain, post-surgical and post-traumatic acute pain; (ii) Symptomatic relief of post-traumatic pain; and (iii) Symptomatic relief of post-operative pain. The SPRINT PNS System is not intended to treat pain in the region innervated by the cranial and facial nerves.

For more information or to speak  
to an SPRcare Case Manager, call  
**833.SPR AUTH (833.777.2884)**  
or email **SPRcare@SprintPNS.com**



## Frequently Asked Questions

### **How does my staff ask SPRINT PNS related coding, coverage, and payment questions?**

Contact the SPRcare team at:

- phone: 833.SPR AUTH (833.777.2884)
- email: [SPRcare@SprintPNS.com](mailto:SPRcare@SprintPNS.com)

### **How does my staff register for the SPRcare Patient Access Program?**

Complete, Sign, and Submit a New Provider Registration Form for each provider.

### **Is there an online portal I can use to submit cases and/or view case status?**

Yes. Once you have registered for SPRcare, you will receive a SPRcare Portal Guide and login information. You can access the portal via [SprintPNS.com/Physicians/Reimbursement](https://SprintPNS.com/Physicians/Reimbursement)

### **Are there fees associated with SPRcare?**

There are no fees or costs associated with the SPRcare Patient Access Program.

### **What can my staff expect from SPRcare?**

Real-time case status and updates can be viewed on the SPRcare Provider Portal. The SPRcare Team will send case updates to ensure your office is informed of the case activities and status.

### **Does our office need a BAA?**

No, SPRcare is not acting as a Business Associate; accordingly, we require a HIPAA compliant patient consent signed by every patient prior to providing support.

### **What are the turnaround times?**

SPRcare will determine benefits and pre-service review requirements/availability within 2-3 business days of receiving a completed Case and required documents.

If a pre-service review is required/available, the average turnaround time to receive a decision is 15-20 business days after submission of a complete case. SPRcare will check the status every 7-10 business days until a determination is received. Please note, these times vary by payer.

### **We do not use outside vendors; can you still support our patient with appeals?**

Yes, SPRcare can provide advocacy support to your patients in requesting an appeal. To do so, you will need to submit a prior authorization request to the payer and provide a copy of denial letter. Please have your patient contact the SPRcare Team directly to obtain support.

**NOTE:** SPRcare forms **must** be completed in their entirety. Incomplete forms will be returned for completion resulting in a delay in processing your case(s).

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Patient Access Program for the SPRINT® PNS System

**The SPRcare Team is available  
Monday through Friday, 9am-6pm ET**

PHONE: 833.SPR AUTH (833.777.2884)  
FAX: 216.649.0635  
EMAIL: [SPRcare@SprintPNS.com](mailto:SPRcare@SprintPNS.com)

**Registered Providers may access the  
SPRcare Provider Portal at:  
[SprintPNS.com/Physicians/Reimbursement](https://SprintPNS.com/Physicians/Reimbursement)**

**Disclaimer:** Coverage is based on patient eligibility, specific plan benefits, medical necessity, individual contracts and local coverage policies. Verification of benefits and/or prior authorization approval are not a guarantee of payment. Providers must submit accurate and appropriate claims for services. It is always the provider's responsibility to determine medical necessity, the proper place of service, and to submit appropriate codes, charges and modifiers for services rendered.

SPR Therapeutics does not promote the use of SPRINT PNS outside of the FDA Labeled Indications.

The SPRcare Program cannot support patient cases which fall outside of the FDA Labeled indications for treatment. Please refer to the SPRINT PNS System's instructions for use (IFU) for labeled indications. By participating in the SPRcare program you are acknowledging your awareness of the above statements.

For additional information regarding how your personal data is used or collected (including your rights and notice for California residents), please see SPR's Privacy Policy at [sprtherapeutics.com/privacy-statement/](https://sprtherapeutics.com/privacy-statement/)

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