

Simple steps to find out if your private insurance covers SportVis™, Cingal®, Monovisc® or Orthovisc®

How to determine coverage

Here is a step-by-step guide to help you determine your coverage and submit a claim.

STEP 1

Check your insurance plan to verify that SportVis™, Cingal®, Monovisc® or Orthovisc® is reimbursed. Make sure you verify the following sections:

- Extended healthcare benefits plan
- Medical supplies and services
- Supplementary health
- Prescription drugs

It is strongly recommended that you call your insurance company to validate the specifics of reimbursement.

Tip:

In your insurance benefits booklet, look out for other terms that could indicate if your drug plan will cover SportVis™, Cingal®, Monovisc® or Orthovisc®, such as:

- Viscosupplement, viscosupplementation, synovial fluid injection, synovial fluid replacement or intra-articular injection or hyaluronic acid injection

STEP 2

Review your level of coverage carefully:

- a) Check your benefits booklet to see if your coverage is subject to limits such as annual and lifetime dollar maximums, or limits on the number of covered injections.
- b) Some plans may require SportVis™, Cingal®, Monovisc® or Orthovisc® to be prescribed by a physician and dispensed from a pharmacy while other plans may require a prescription from a specialist, such as an orthopedic surgeon.

NOTES:

How to submit a claim

If the pharmacist did not submit your claim electronically and you have paid up front or if you have been billed by your doctor after your injection, follow these easy steps:

STEP 1

Ensure the receipt is submitted to your insurance company along with the appropriate health claim form.

STEP 2

Ensure all sections of the claim form are completed to reduce the risk of a delay in reimbursement.

STEP 3

In addition to the name of the product (SportVis™, Cingal®, Monovisc® or Orthovisc®), ensure other terms such as “viscosupplement”, “synovial fluid injection” or “hyaluronic acid injection” are written on the claim form and the appropriate pseudo product identification number (PIN) is included.

The Coverage Guide at the back summarizes the most common insurance companies and the PINs to include on your claim.

What you can do if an insurance company does not cover the cost of the treatment you have been prescribed:

1. Call the benefits department of the insurance company (have your benefits policy number, employer's name and SportVis™, Cingal®, Monovisc® or Orthovisc® PIN on hand) to make sure that viscosupplementation, synovial fluid replacement, or hyaluronic acid injection is not a covered benefit. Ask why it isn't.
2. Let the human resources manager at your place of employment know what the insurance company told you, and let her/him know your physician wants you to receive SportVis™, Cingal®, Monovisc® or Orthovisc® and has prescribed it for you. Have her/him contact the insurance company.
3. Determine if it is the decision of the insurance company not to cover this form of treatment or if it is specifically excluded by the plan your employer has purchased.
4. If your employer has purchased a drug plan for employees that doesn't cover SportVis™, Cingal®, Monovisc® or Orthovisc®, the employer has the option of making an exception for this medication in this instance. Ask your employer to have SportVis™, Cingal®, Monovisc® or Orthovisc® covered.
5. If it is the decision of the insurance company not to cover SportVis™, Cingal®, Monovisc® or Orthovisc®, you can have your physician write a letter of appeal to the insurance company, giving the reasons why you need this. If the appeal is rejected, you can contact the insurance company's ombudsman to file a complaint and request reversal of the decision.

Coverage Guide for SportVis™, Cingal®, Monovisc® and Orthovisc®

Insurance company (adjudicator)*	Pseudo product identification number (PIN) to include in claim			
	SportVis™	Cingal®	Monovisc®	Orthovisc®
Alberta Blue Cross	999050	00900005	00999332	00999460
Assumption Vie	96599942	-	-	-
Beneva	96599942 901132 (QC)	900005	970484	970492
Canada Life	96599942 QC: 00901132	92099815	96599984	00174625, 96599997 or 00990012
ClaimSecure Inc.	96599942	92099815	96599984	908615
Desjardins Financial (ESC)	96599942, 00901132	00900005	96599984 00970484 (Qc)	00174625 96599997
Empire Life	-	No electronic payment. Pay first and submit claim. Write viscosupplement, Cingal®, Monovisc® or Orthovisc® on receipt and include site and surface treated.		
Equitable Life Insurance of Canada	-	92099815	96599984	00174625 96599997
Great-West Life (TELUS)	-	92099815	96599984	00174625 96599997
Green Shield Canada	-	No electronic payment. Pay first and submit claim. Write viscosupplement, Cingal®, Monovisc® or Orthovisc® on receipt and include site and surface treated.		
Industrial Alliance (ESC)	-	92099815	96599984	00174625 or 96599997
La Capitale (now Beneva Insurance)	96599942	-	-	-
Managed Health Care Services Inc. (MHCSI) Regular	-	92099815	96599984	96599997
Manitoba Blue Cross	-	No electronic payment. Pay first and submit claim. Write viscosupplement, Cingal®, Monovisc® or Orthovisc® on receipt and include site and surface treated.		
Manulife Financial (ESC)	-	-	-	-
Medavie Blue Cross	96599942	92099815	00999442	96599997
NexGenRx	-	92099815	96599984	00174625, 96599997 or 00990012
OTIP RAO	-	92099815	-	-
Pacific Blue Cross	-	No electronic payment. Pay first and submit claim. Write viscosupplement, Cingal®, Monovisc® or Orthovisc® on receipt and include site and surface treated.		
Saskatchewan Blue Cross	-	No electronic payment. Pay first and submit claim. Write viscosupplement, Cingal®, Monovisc® or Orthovisc® on receipt and include site and surface treated.		
SSQ Financial	-	00900005	96599984 00970484 (Qc)	96599997, 00990012, 00970492 (Qc) or 00174625 (Qc)
Sun Life Financial (ESC)	96599942, 00901132	92099815, 00900005	96599984, 09991158, 00970484 (Qc)	00174625, 96599997, 00970492

*Your insurance company may not be included in this list. It does not mean you do not have coverage. Please call your insurance company.

SportVis™ is intended to relieve pain and restore function in acute first and second-degree ankle sprain and chronic (>3 months) lateral epicondylalgia (tennis elbow).

Cingal® is indicated for the treatment of pain in osteoarthritis (OA) of the knee in patients who have failed to respond adequately to conservative non-pharmacologic therapy and to simple analgesics (e.g., acetaminophen). Cingal® includes an ancillary steroid to provide additional short-term pain relief.

Monovisc® is indicated in the treatment of pain in OA of the knee in patients who have failed to respond adequately to conservative non-pharmacologic therapy and to simple analgesics, e.g., acetaminophen.

Orthovisc® is indicated for the symptomatic treatment of OA of the knee.

SportVis™, Cingal®, Monovisc® and Orthovisc® may not be suitable for everyone. Talk to your doctor if you have questions regarding these products, or for more information on soft tissue injuries or pain associated with OA of the knee.

To obtain further information on SportVis™, Cingal®, Monovisc® and Orthovisc®, please contact Pendopharm Medical Information at 1-888-550-6060 or send an email to medinfo@pendopharm.com.

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