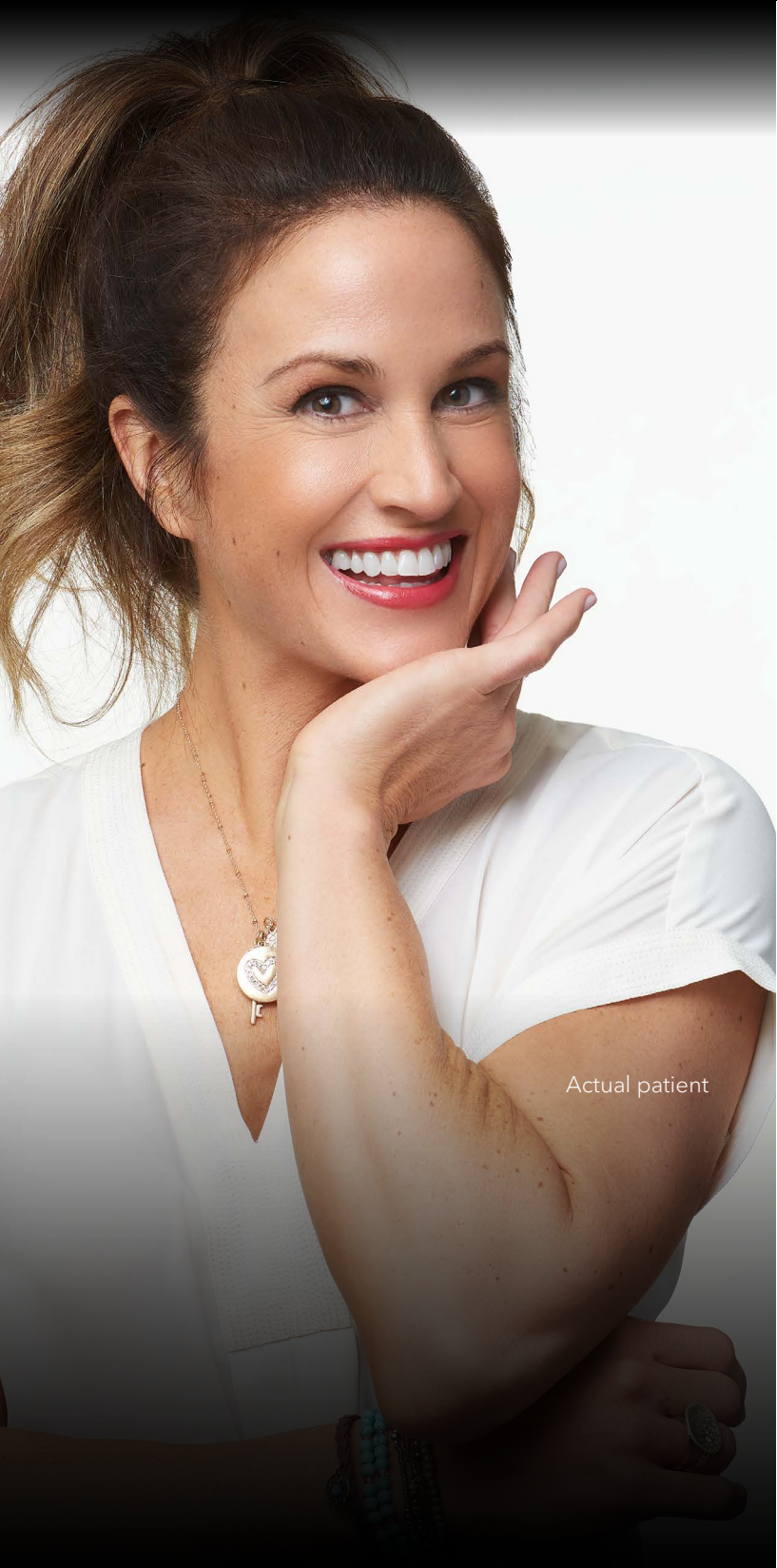




# Frequently Asked Questions (FAQs)

Beginning March 5, 2018



Actual patient

## WHO IS ELIGIBLE TO BE A PARTICIPATING PRACTICE FOR THIS REBATE PROGRAM?

All current Suneva Premier Partnership (SPP) program members in good credit standing are eligible to participate in this patient rebate program.

## I AM ON THE PRACTICE ENROLLMENT PAGE AND HAVE FORGOTTEN MY ACCOUNT NUMBER. HOW CAN I GET HELP?

You can email us at [bellafillrebate@sunevamedical.com](mailto:bellafillrebate@sunevamedical.com) or you can also call the hotline at 844-756-0032 if you need further assistance.

## OUR PRACTICE HAS MULTIPLE LOCATIONS. WHICH LOCATION WILL RECEIVE THE REIMBURSEMENT PAYMENT?

When a practice enrollment form is being completed, one of the first things the form asks for is the name of the owner of the practice. The person named is now the owner or parent in the affiliation and all quarterly rebate checks will be made out to this person, who in turn will have the responsibility of deciding how these funds will be divided.

## WHEN IS THE LAST DAY FOR PRACTICES TO ENROLL?

The initial rebate period runs from March 5 - July 31, 2018. Eligible practices can enroll in the program at anytime during this time period. Initial treatment and patient enrollment must happen by June 29, 2018. Request for rebate reimbursement must be submitted by the practice before August 10, 2018.

## CAN PRACTICES PARTICIPATE EVEN IF THEY DON'T SIGN UP?

No. We need the information on the practice's enrollment form to be able to process payment for your rebates.

## CAN PATIENTS USE MORE THAN ONE REBATE?

No. Patients are only eligible for one rebate based on a full kit purchase.

## CAN PRACTICES ENROLL FOR A REBATE ON BEHALF OF THEIR PATIENTS?

No, rebates can only be assigned to patients.



## Frequently Asked Questions (FAQs)



Actual patient

### WHAT DO I, THE HEALTH CARE PROVIDER, NEED TO DO TO GET THE REBATE REIMBURSEMENT I ACCEPTED FROM THE BELLAFILL® PATIENT?

Treat the patient with Bellafill®, enter the information at [www.bellafillrebate.com](http://www.bellafillrebate.com) attach the superbill or invoice with clearly identified Bellafill® on the superbill or invoice you are uploading as proof of treatment. Circle the treatment on that receipt as well.

### HOW DO PRACTICES KNOW IF THEY RECEIVED REIMBURSEMENT FOR ALL REBATES?

When the practice logs into their Provider Dashboard they will see redemption history: The total amount of claims submitted, number of claims that are approved, rejected, and awaiting approval. When they receive their reimbursement checks or ACH, the patient names will be provided on the checks or in a confirmation email for ACH, making it easy for practices to reconcile.

### HOW WILL PRACTICES VERIFY THAT THE PATIENT REBATE IS LEGITIMATE AND HOW WILL THEY SUBMIT IT FOR REIMBURSEMENT?

Patients should identify themselves as Bellafill® participants at the time of booking their appointment. The practices can then look up the patient on the Bellafill rebate program site and confirm the rebate is valid and has not been used on Bellafill® (If the rebate has already been authorized and someone tries to authorize it again, it will be flagged as invalid). The same link will take them to the "Submit for Reimbursement" button. It is a simple one-step process. Practices can submit their redemptions with any frequency— at point of purchase, daily, weekly, or even at the deadline of July 31, 2018. Once they input the patient information, office information, and super bill, and click "submit," the redemption is put in queue immediately. If the submission is accepted by the site, then it went through successfully. In five business days, the practice will receive their check or ACH.





## Frequently Asked Questions (FAQs)



Actual patient

### HOW CAN PARTICIPATING PRACTICES ACTIVELY PROMOTE THE REBATE OFFER?

Each participating practice will be given a customized link that they can promote on their website, through social media and through RealSelf (if they have claimed their PRO profile).

### CAN PATIENTS RECEIVE A BELLAFILL® REBATE AND GET TREATED THE SAME DAY?

Yes. Rebates will be immediately available for use by patients. Patients who enrolled for treatment prior to July 31, 2018. Treatment receipt for reimbursement to practice must be uploaded prior to August 10, 2018.

### WHAT HAPPENS IF A PATIENT PRESENTS A REBATE AND THE PRACTICE DETERMINES HE OR SHE IS NOT A CANDIDATE FOR TREATMENT?

No action needed. The rebate is only valid for the patient listed.

### HOW DO PRACTICES RECEIVE THEIR REIMBURSEMENT?

Actual checks will be mailed from our rebate processing vendor or sent via ACH, Garvin Promotion Group, within five business days. An email alert will be sent when payment has been processed.

Offer restrictions may apply. For more information about the Bellafill® Rebate Program, please call 844-756-0032.

Bellafill® is indicated for the correction of nasolabial folds and moderate to severe, atrophic, distensible facial acne scars on the cheek in patients over the age of 21 years. Patients who have had a positive reaction to the Bellafill® Skin Test, have a history of severe allergies, have known bovine collagen allergies, are allergic to lidocaine, have bleeding disorders or are prone to thick scar formation and/or excessive scarring should not receive Bellafill®. The safety of Bellafill® for use during pregnancy, breastfeeding, or in patients under 21 has not been established. You may experience temporary swelling, redness, pain, bruising, lumps/bumps, itching, and discoloration at the treatment site. These side effects are usually transient and typically resolve within 1-7 days. You may experience lumps/bumps/papules that may occur more than one month after injection and that may persist. Less common side effects include rash and itching more than 48 hours after treatment, persistent swelling or redness, lumps/bumps, acne, and increased sensitivity at treatment sites. Infrequently, granulomas may occur and may be treated by your licensed physician provider. Be sure to call your licensed provider immediately if you notice any unusual skin reactions around the treatment area. Based on the 5-year Post Approval Study on nasolabial folds with 1008 patients, long-term safety of Bellafill® for up to 5 years has been established. For more safety information please visit our website [www.bellafill.com](http://www.bellafill.com).

