



# Your Medical Insurance and MIST Therapy®

A GUIDE FOR PATIENTS



# The Road to Obtaining MIST Therapy® Coverage

Your healthcare provider wants to treat your non-healing wound with MIST Therapy®, but has been told by your medical insurance plan that the treatment is not covered.

This does not have to be the end of the discussion. You and your healthcare provider can work together to overturn that decision. Insurance companies many times reconsider their decisions after receiving additional information on why a treatment is necessary.



## STEP 1

Ask your healthcare provider if he/she has ever appealed your non-coverage of MIST Therapy

## STEP 2

Call your medical insurance plan and/or your employer's Benefits Manager



## STEP 3

Write a letter to your medical insurance plan and/or employer

## STEP 4

Contact Celleration® after the medical insurance plan responds to your letter. If you have questions about this brochure or need assistance gaining coverage, please call the Celleration Reimbursement Hotline at 866.307.MIST (6478), Option 3 or email [reimbursement@celleration.com](mailto:reimbursement@celleration.com)



# Getting Involved in Your Wound Care



## Partnering with Your Healthcare Provider

Your healthcare provider is a medical professional who is trained to assess the condition of your wound and recommend treatments that will lead to healing. This person is essential to gaining coverage of MIST Therapy for your non-healing wound. Their support is critical and often required by the medical insurance plan. As a result, communicating with your healthcare provider is an important part of getting your medical insurance plan to cover your MIST Therapy treatment.

## Understanding Your Medical Insurance Plan

Many people have health insurance coverage through their (or their spouse's) employer. Your insurance may be similar to one of these models.

- **Managed Care.** The employer chooses a medical insurance plan through a “managed care” company that:
  - Has a network of healthcare providers and facilities
  - Approves – or “prior authorizes”– treatments that healthcare providers request for patients
  - Pays – or “reimburses”– healthcare providers directly for treatments that are covered and performed for you and your dependents
- **Self-Insured.** Some employers, especially large companies, arrange for the medical insurance plan to simply administer their health insurance. These are called “Self-Insured Employers.” Ask your Benefits/HR Department if your employer has self-insured medical insurance. If your employer is self-insured, involve your employer’s Benefits Department since the employer is ultimately responsible for the cost of your medical treatment and can overturn the medical insurance plan’s decision.
- **Medicare.** If you have Medicare, please call our Reimbursement Hotline at 866.307.MIST (6478), Option 3.

# Four Steps to Obtaining MIST Therapy® Coverage



## STEP 1

**Ask your healthcare provider if he/she has appealed your non-coverage of MIST Therapy.®**

If so, get copies of the appeal letters (Letter of Medical Necessity) that your provider sent to the medical insurance plan.



## STEP 2

**Call your medical insurance plan and/or your employer's Benefits Manager.**

- Explain that your healthcare provider has been told that a procedure to treat your non-healing wound will not be covered by the medical insurance plan.
- Stress that your healthcare provider, not the insurance plan, is the wound care expert who knows which treatments are right for you.
- Ask for the forms, addresses, and names of people to write explaining that MIST Therapy should be covered for your wound.

## STEP 3

**Write a letter to your medical insurance plan or employer.**

*See the sample letter on the next page.*



## STEP 4

**Contact Celleration® after the medical insurance plan responds to your letter or if you need any assistance.**

Celleration Reimbursement Hotline  
866.307.MIST (6478), Option 3  
reimbursement@celleration.com



### Step 3 – Writing Your Letter

**Addressee** – Name, Title and Address of the person who will read your letter.

#### **Paragraph 1 – Explain the problem**

Your healthcare provider wants to offer you a wound healing treatment but cannot because the medical insurance plan is not covering the treatment.

#### **Paragraph 2 – Tell your story**

Explain in detail how your wound is affecting your life and/or your job. Detail how long you have had the wound and the type of care you have received, including doctor visits, medications, equipment and supplies, dressings, and surgeries. Explain how your wound persists despite the treatments approved by your insurance company.

#### **Paragraph 3 – Ask for approval**

Ask the medical insurance company to approve your healthcare provider's decision to offer "noncontact ultrasound" to accelerate the healing of your wound.

#### **Signature**

Include your medical insurance ID number and your contact information.

#### **Attachments:**

- Include your healthcare provider's Letter of Medical Necessity.
- Include the MIST Therapy information copied from pages 6-8 of this brochure.

- For examples of general patient letters, visit: [www.patientadvocate.org/index.php?p=13](http://www.patientadvocate.org/index.php?p=13)
- Remember to keep copies of all your letters to your medical insurance plan.

# MIST Therapy® - Painless Accelerated Healing

## What is MIST Therapy?

MIST Therapy® is a wound healing device used for noncontact ultrasound wound treatments. It uses low energy ultrasound waves to stimulate the cells within and below the wound. The sound waves gently push against the cells to promote their normal healing processes.

## Why Ultrasound?

The gentle sound waves created by MIST Therapy are able to reach the cells within and below the wound without direct contact. The saline mist helps transfer the energy while gently bathing the wound bed to remove dead tissue.

## How is MIST Therapy Different From Other Types of Ultrasound?

The ultrasound in MIST Therapy is a low-energy ultrasound delivered through a saline mist without contact. Other modes of ultrasound require either a gel or a probe and are in direct contact with the skin or the wound. The MIST Therapy System is the only FDA-cleared ultrasound device for wound healing.

## Is MIST Therapy Experimental?

MIST Therapy is **not** experimental; it was cleared by the FDA in 2004. The efficacy of MIST Therapy has been studied in over 20 publications from medical professionals, and MIST Therapy has been used to treat over 30,000 patients throughout the United States.



## How Does MIST Therapy Help Heal My Wound?

**A combination of effects lead to faster wound healing in a painless, noncontact manner with MIST Therapy:**

- Sometimes during the healing process, wounds will “stall” and the cells in the wound seem to shut down. This can be caused by many factors, and results in slowed healing. MIST Therapy’s ultrasound waves gently push against the cells to “wake” them so they can continue their normal healing process.
- The ultrasounds waves push against the bacteria found in all wounds. Because the rigid walls of bacterial cells are more vulnerable to ultrasound energy, in many cases these “crack or break” which reduces bacteria that can slow healing.
- MIST stimulates circulation to help bring more blood to the wound. This is very important to the healing process.
- The gentle sound waves “vibrate” the sticky, dead tissue found in many non-healing wounds, gently breaking it up so it can be washed away.

# MIST Therapy® - Painless Accelerated Healing

## Does MIST Therapy Hurt?

No. Ultrasound is delivered through a saline mist and the applicator never touches the skin. Patients who have used the product have commented that it feels cool and soothing during treatment.



## How Long Will Each Treatment Take and How Often is it Needed?

Ordinarily, the treatment takes just five to seven minutes depending upon the size of the wound. The frequency and duration of treatments is determined by your healthcare provider.

## How Do I Know MIST Therapy Will Work for Me?

MIST Therapy® has been shown to speed healing in all types of patients and all types of wounds. Usually, faster healing can be seen within the first few weeks of treatment, but it will be up to your healthcare provider to determine if you are seeing the desired results. To date, over 30,000 people have benefited from MIST Therapy.

**For more information, visit the Patient section of [www.celleration.com](http://www.celleration.com)**

# Terms and Definitions

**Advocate/Advocating** – Getting involved with your medical insurance plan and your employer to fight for the treatment that your healthcare provider has recommended for your non-healing wound.

**Appeal** – The process for protesting a medical insurance plan's non-coverage decision. Usually, there are several appeal levels that patients and physicians can follow to get the right outcome from the medical insurance plan.

**Covered/Coverage** – Refers to medical treatments that are approved by your medical insurance plan. Your healthcare provider can receive payment from the medical insurance plan for these covered treatments.

**Denial** – The rejection of a prior authorization or claim that was submitted by your healthcare provider.

**Healthcare Provider** – Your physician, nurse, or therapist who has told you MIST Therapy is the right treatment for your non-healing wound.

**Investigational/Experimental/Unproven** – Terms used by medical insurance plans when they believe a procedure has not been adequately proven to improve health outcomes. This is not a statement of safety or effectiveness.

**Medical Insurance Plan** – A company that manages your medical benefits and usually is chosen by your (or your spouse's) employer. This medical insurance plan, along with your employer, decides which medical treatments are covered for you, and which medical treatments will be reimbursed to your healthcare provider.

**MIST Therapy®** – A device that uses ultrasound to accelerate wound healing with a painless, noncontact treatment. For more information, see pages 6-8 of this brochure.

**Prior Authorization** – A request sent by your healthcare provider to your medical insurance plan to gain coverage for a treatment.

**Self-Insured Employer Plan** – many employers, especially large companies, arrange for a medical insurance plan (a third-party administrator) to manage a health plan for their employees. The self-insured employer is ultimately responsible for costs of the medical treatment that its employees and their dependents receive.





You may want to include some additional information about MIST Therapy® in your letter to your medical insurance plan.

- FDA clearance information for MIST Therapy
- A full list of the clinical articles about MIST Therapy
- A summary of the improvements in patient's wound in each of those clinical articles

These items are available by calling the Celleration Reimbursement Hotline at (866) 307-MIST (6478), Option 3

For further assistance, contact the Celleration® Reimbursement Hotline at (866) 307-MIST (6478), Option 3 or email [reimbursement@celleration.com](mailto:reimbursement@celleration.com).

MIST Therapy System FDA Clearance. 510 (k) Clearance June 2005. "The MIST Therapy System produces a low energy ultrasound-generated mist used to promote wound healing through wound cleansing and maintenance debridement by the removal of yellow slough, fibrin, tissue, exudates and bacteria."

Please see full package insert for additional information on indications, contraindications, warnings, precautions, and side effects.



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