

ACell Reimbursement Support Center

Reimbursement Questions?

800-826-2926 Option 7 | reimbursement@acell.com

Monday - Friday: 8:30am - 5:00pm EST

24-hour response time (closed on major holidays)

ACell[®], Inc. provides a reimbursement support service and resources for our customers.

The ACell Reimbursement Support Center is available to assist with your Coverage, Coding, and Payment questions related to ACell products including: MicroMatrix[®], Cytal[®] (formerly MatriStem[®]) Wound Matrix, Cytal[®] (formerly MatriStem) Burn Matrix, Gentrax[®] (formerly MatriStem) Surgical Matrix, ABRA[®] Abdominal and ABRA[®] Surgical (distributed with Dynamic Tissue Systems[®]), and Xpansion[®].*

Services Include:

Coding and EOB Review

- CPT[®] and HCPCS codes, and ICD-10-PCS codes and coding guidance associated with the use of ACell products and services
- Claims guidance and review of denied claims (EOB)
- Medicare payment information

Coverage and Documentation Information

- Review of coverage policies to determine coverage status and criteria for ACell product use
- Information on correct documentation to support coverage
- Identify if prior authorization is needed (ACell researches payer prior authorization requirements and forms for providers to use when submitting for prior authorization; ACell does not prior authorize individual patients)
- Guidance for claims appeals
- Support claims appeals

You can find Reimbursement and Coding Guides at www.acell.com/reimbursement

For more information, consult the ACell Reimbursement Support Center.

Email: reimbursement@acell.com | **Phone:** 800-826-2926 Option 7

When contacting the Reimbursement Support Center, please provide the ACell product used, clinical indication, and the patient's health plan.

* For complete product information, please visit www.acell.com/product-list.

