



**MACI**® (autologous cultured chondrocytes on porcine collagen membrane)

## For patients: How to appeal a denial of MACI by your insurance provider

Call us at **877-872-4643** with any questions

**Important note:** The content presented below is for informational purposes only and is not a guarantee of coverage.

### After a denial, you may be the most effective advocate to reverse the decision

Your insurance provider may deny coverage for MACI, even after a doctor has deemed the treatment medically necessary. An informed and engaged patient can offer significant support to the case for approving treatment. **For the best chance to reverse the decision, you should:**

- 1 Have a full understanding of your condition, the treatment options and why MACI is medically necessary
- 2 Know the stated reason for the denial given by the provider
- 3 Contact MyCartilage Care for assistance appealing the denial at 877-872-4643

### ACTIONS YOU CAN TAKE

**HR**  
HUMAN  
RESOURCES

#### If you are insured through your employer:

Reach out to the Human Resource Department, explain the denial and its impact on your healthcare. They may help to facilitate a benefit exception.

**OON**  
OUT OF  
NETWORK

#### If the stated reason for the denial is “out of network”:

If the provider of MACI is denied as out-of-network, call your member services to request an exception to allow in-network benefits.

**PAD**  
PRIOR  
AUTHORIZATION  
DENIAL

#### If a “Prior Authorization Denial” is issued

Patients have the [right to appeal](#)\* any decision made by their health plan. You can submit a request for approval to [your state's Department of Insurance](#)\*\*.

\* <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Consumer-Support-and-Information/External-Appeals.html>

\*\* [http://www.naic.org/state\\_web\\_map.htm](http://www.naic.org/state_web_map.htm)



**Take the first step**  
toward your individual cartilage treatment goals

[www.MyCartilageCare.com](http://www.MyCartilageCare.com) | 1-877-872-4643



## INDICATION

MACI® (autologous cultured chondrocytes on porcine collagen membrane) is made up of your own (autologous) cells that are expanded and placed onto a film that is implanted into the area of the cartilage damage and absorbed back into your own tissue.

MACI is used for the repair of symptomatic cartilage damage of the adult knee.

The amount of MACI applied depends on the size of the cartilage damage. The MACI film is trimmed by your surgeon to match the size and shape of the damage, to ensure the damaged area is completely covered.

### Limitations of Use

The safety and long-term clinical benefit of MACI has only been studied in the knee joint.

The safety and effectiveness of MACI have not been proven for patients 55 years old and older.

## IMPORTANT SAFETY INFORMATION

MACI should not be used if you:

- are allergic to antibiotics such as gentamicin, or materials that come from cow, pig, or ox;
- have severe osteoarthritis of the knee, other severe inflammatory conditions, infections in the bone joint and other surrounding tissue, or blood clotting conditions;
- have had knee surgery in the past 6 months, not including surgery for obtaining a cartilage biopsy or a surgical procedure to prepare your knee for a MACI implant;
- or cannot follow a doctor-prescribed rehabilitation program after your surgery

Consult your doctor if you have cancer in the area of the cartilage biopsy or implant as the safety of MACI is not known in those cases.

Conditions that existed before your surgery, including meniscus tears, joint instability or alignment problems should be evaluated and treated before or at the same time as the MACI implant.

MACI is not recommended if you are pregnant or breast feeding.

MACI has not been studied in patients younger than 18 or over 55 years of age.

Common side effects include joint pain, cold-like symptoms, and headaches.

More serious side effects include joint pain, cartilage or meniscus injury, treatment failure, and osteoarthritis.

