

Hollister Secure StartSM Services

Personalized Patient Support

In today's changing healthcare environment, comprehensive patient support services are more important than ever.

Hollister Secure Start services offer free customized support for your patients who are prescribed intermittent catheters for bladder management, regardless of the brand of product used, including:



FINDING THE RIGHT PRODUCTS—Whether your patient is new to catheterization or an experienced user looking for options, they have the right to choose a product brand that fits their catheterizing needs.



NAVIGATING INSURANCE COVERAGE—Based on the insurance plan, we will explain options and help determine whether any catheter product, regardless of brand, is covered as well as allowable quantities. Your patient will be responsible for placing their orders with a supplier based on the amount that their insurance covers every 30 or 90 days.



ACCESSING EDUCATIONAL MATERIALS AND LIFESTYLE INFORMATION—We have long-standing relationships with a variety of organizations and can connect your patient with people, knowledge and tools to help support the life they want to live.



IDENTIFYING PRODUCT SUPPLIER OPTIONS—Upon request, we can provide your patient with supplier options who accept their insurance and who can provide them with their preferred product.

Full-Circle Support = Positive Outcomes

Each patient is matched with a Consumer Service Advisor, serving as their main point of contact throughout their journey. After enrollment, the patient will receive a call explaining our services and answering any questions.



Ongoing personalized support throughout each member's journey

Choose How to Enroll Your Patients



DIGITAL

Easy mobile enrollment at
www.hollister.com/ccenroll



FAX

Fax enrollment form to
1.833.233.0977



Hold your device so the QR code appears in the viewfinder in the camera app, and when prompted tap the notification to open the link.

If you have questions about the enrollment process, please call your Secure Start services coordinator at 1.888.808.7456, option 3.

The Feedback is Impressive



97%

of respondents were satisfied with their overall experience of speaking to Secure Start services*



98%

of respondents were likely to use Secure Start services as a resource for future questions*



98%

of respondents strongly agreed that the Secure Start services team was knowledgeable*

*Results based on a survey implemented to evaluate the experience of patients who had a phone interaction with Hollister Secure Start Continence Care customer service; 327 of 337 patients indicated they were 'Satisfied' or 'Very Satisfied' with their overall experience; 325 of 332 patients indicated they were 'Likely' or 'Very Likely' to use Secure Start for future questions. Hollister Data on File, ref-02771, November 2021.

Hollister Secure Start services are free of charge, and there is no obligation to purchase anything to receive them. Product samples are provided for the patient's trial use and cannot be resold or billed. There is no obligation to accept samples or participate in insurance-matching to identify supplier options. Hollister Incorporated reserves the right to change Secure Start services at any time.

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