

PATIENT ASSISTANCE OVERVIEW

Program Overview

The RxAlly® Specialty Advocacy Program is designed to help members secure access to the specialty medications they need. A Patient Assistance Program (PAP) is one method in which members can gain access to their specialty medications at little to no cost to them or the plan.

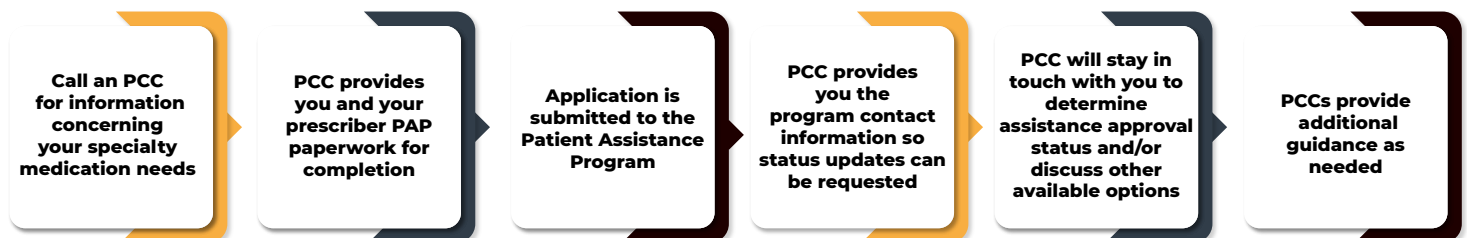
PAPs can be offered by drug manufacturers or government agencies to provide financial assistance to patients who may need it. RxAlly helps members identify appropriate programs and coordinate the application process as it can be complex. A designated RxAlly Patient Care Coordinator (PCC) will work directly with you and your prescriber to gather documentation, prepare the paperwork, and apply for patient assistance.

There are two portions to the application: One for you and one for your prescriber to complete.

Once the application is complete and has been submitted, the PAP will review the provided information and determine if you qualify for assistance. This review process can take a few days or even weeks. It is important that you call or email the Patient Assistance Program frequently to request the status of your application (this status check request must be made by the patient directly).

If your application is approved, congratulations! Please contact your PCC to update your case accordingly. The Patient Assistance Program will work with you directly to provide instructions on how to obtain your medication. In most cases your medication will be shipped directly to you by the program's preferred specialty pharmacy. If your application is denied, please contact your PCC as soon as possible to determine the best course of action for accessing your medication.

Assistance Process Overview



Key Action Steps

1. Call a RxAlly Patient Care Coordinator (PCC) today at **877-794-2218** to enroll and provide information about your specialty medication.
2. Review & sign the application prepared for you by your PCC. We may also ask you to nudge your prescriber to complete their portion of the paperwork if the PCC is unable to get a direct response.
3. Once the application application is submitted, please call the Patient Assistance Program directly for a status update if you do not hear from them within 5-7 business days.
4. If you need your medication within the next seven (7) days please contact your PCC immediately and they will work your plan to determine a course of action.
5. Respond or reach out to your PCC with application status or any questions.

Questions?

Call **866-248-7683** to speak with a RxAlly Patient Care Coordinator.

Frequently Asked Questions

What is a specialty medication?

A specialty medication is a high-cost medication that treats complex medical conditions such as cancer, psoriatic arthritis, and multiple sclerosis, and often require specific handling and storage requirements. Specialty medications can require frequent dosing adjustments and intensive monitoring to decrease the likelihood of adverse events and improve treatment outcomes.

What does the general process look like?

Members must call a PCC to begin the process for obtaining their specialty medication. The PCC will help you every step of the way, helping determine the best avenues for which to obtain your specialty medication.

Why do I have to change how I get my specialty medication?

Your pharmacy benefit does not provide coverage for specialty medications. This may be a change from what was covered under a previous benefit. This means you are unable to access your specialty medication in the same way you had previously. Your plan has partnered with RxAlly to provide

additional support services to help you access your specialty medication through alternative programs.

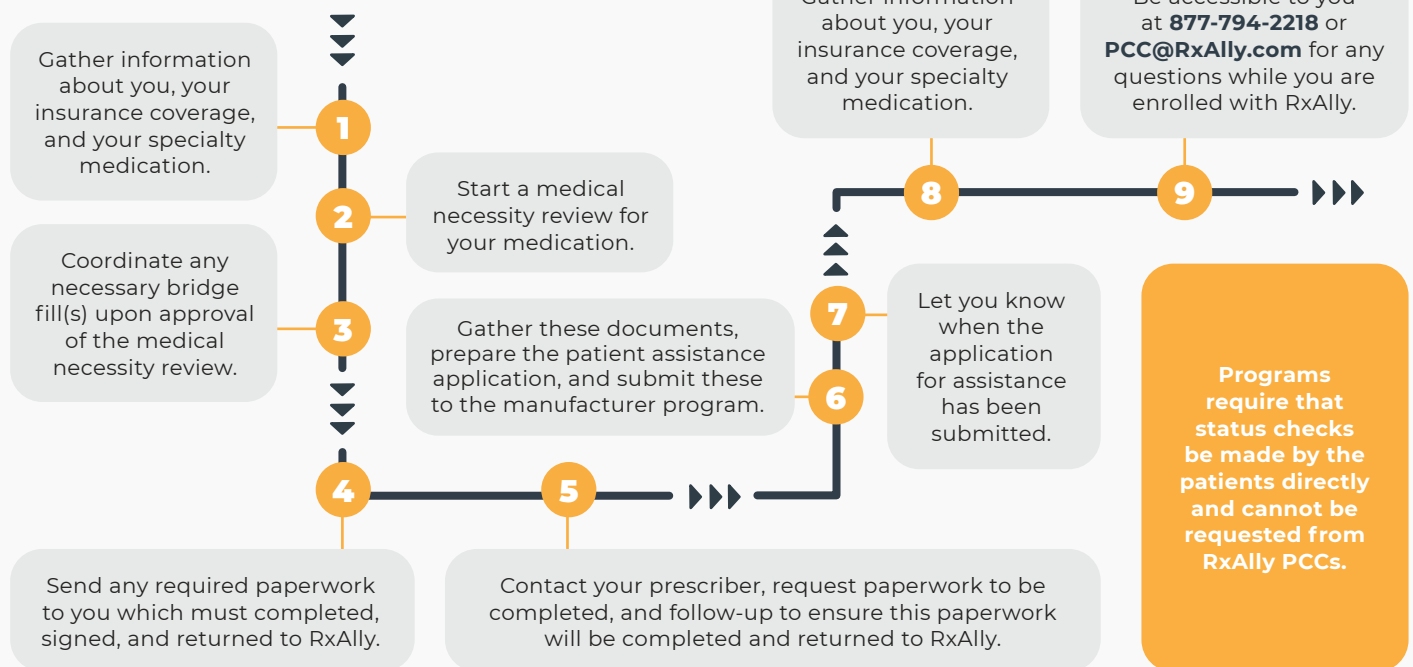
How do I fill my specialty medication?

Your PCC will be your resource in determining the best available options on how to access your specialty medication. Most patients will apply for access through a Manufacturer Patient Assistance Program (PAP) and receive their specialty medication at little to no cost. You, too, can secure your medication if you and your prescriber follow a few steps. Your PCC will be your dedicated resource to help you along this journey.

What is a Patient Assistance Program (PAP)? And why do I need this?

Some drug manufacturers sponsor patient assistance programs (PAPs) that offer access to certain medications to eligible patients at little to no cost. In order to enroll in these services, which can include shipment of free medication straight to your door, an application to the PAP is required. Eligibility requirements include, but not limited to, prescription drug plan coverage, household income, and indication. Because your medication is excluded by your prescription drug plan, you are eligible for most PAPs.

Your RxAlly PCC will....



What if I need to fill my specialty medication but my patient assistance application is still in process?

While your patient assistance application is in process, you may be eligible to receive your medication through a bridge fill. A bridge fill is a fill of your specialty medication through your prescription drug coverage administered by MedOne. Prior to receiving your bridge fill, a medical necessity review will need to be completed.

What does the medical necessity review process look like?

In general, all specialty drugs required a medical necessity review to verify that the medication is going to be used safely, effectively, and for an FDA-approved indication. Once you connect with a PCC, they will start the medical necessity review process which typically takes a few days. MedOne's clinical team requests information from your prescriber about your therapy and makes a determination.

How long will it take before I find out if I'm approved from the Patient Assistance Program?

After your application has been submitted, the Patient Assistance Program will take anywhere from a few days to several weeks to review your application. They typically will take longer during busier times of the year, such as January through March. Unfortunately, PCCs are unable to contact the Patient Assistance Program directly for status updates as PAPs will only speak with patients directly. If you are waiting on a response from the Patient Assistance Program and are in need of your next fill of medication, contact your PCC, and they will determine the options available to support your continued access to treatment while waiting on a response.

Who is MedOne? I thought this program was called RxAlly?

MedOne is the pharmacy benefit manager that administers your prescription benefit on behalf of your employer's sponsored prescription plan. RxAlly is a program operated separately from your prescription drug plan, which serves to support members whose plans exclude certain drugs.

Why is it only this specific medication that has to go through RxAlly?

The RxAlly program supports patients in accessing any **specialty** medication. If your medication is classified as a specialty medication and excluded by your prescription drug plan, RxAlly provides additional support to identify alternative means to access your treatment. Patient Assistance Programs are available for most specialty medications, and patients who are unable obtain coverage through a commercial benefit are often eligible.

Is there an alternative medication I can take that doesn't involve a Patient Assistance Program?

If you wish to explore alternative therapies, please reach out to your prescriber. In general, any medications classified as specialty are excluded by the plan and are eligible for support from a RxAlly PCC. Medications that are not classified as specialty may be covered by your plan and accessible through your prescription benefit. You, or your prescriber, may contact MedOne at **866-335-9057** to determine covered alternative medications.

What is the difference between copay assistance and patient assistance?

Copay Assistance Programs and Patient Assistance Programs are both offered by drug manufacturers to help limit financial barriers for patients to access their medications. Copay Assistance Programs help cover part or all of an insured, eligible patient's financial responsibility for their specialty medication. Patient Assistance Programs support patients whose prescription plan does not provide coverage for certain medications. Patients must complete an application and meet certain eligibility requirements to obtain medications at no cost.

Is there a coupon for my medication to help cover the cost of my bridge fill?

Patients may use Copay Assistance Programs for assistance in covering the cost of bridge fills to reduce their out-of-pocket expense. It is common to have patients enroll in both a Patient Assistance Program and Copay Assistance Program simultaneously. There may be a coupon available for your specialty medication to reduce your copay. Contact your PCC to see if your medication is eligible for Copay Assistance as well as Patient Assistance.

What is required of me?

Your designated PCC will send you a patient assistance application through your preferred method of communication (email, fax, or mail). You will fill out the information needed, sign as indicated, and return this paperwork to RxAlly along with a copy of your most recent 1040 tax document, and a copy of your insurance card(s).

Why do I have to provide my tax/income information?

Nearly all patient assistance programs have an income eligibility requirement and will need proof of income to verify this. Therefore, your PCC may request a copy of your most recent 1040, W2, and/or pay stub history. Most PAPs set their income requirement between 400-600% of the Federal Poverty Level (FPL) which can be calculated here:

www.needymeds.org/FPL_Calculator

How do I return this application to RxAlly?

PCCs can receive this information through secure email, secure fax, or through mail.

Secure Email: PCC@RxAlly.com

Fax: 855-476-4062

Mail: 1590 University Avenue
Dubuque, IA 52001

Why do I have to reach out to the Patient Assistance Program for status updates once the application is submitted?

The Patient Assistance Programs will only speak to the patient and not to outside parties, like RxAlly. We are happy to assist in enrolling in the Patient Assistance Program and in gathering any information required, but once enrolled, you will have to personally reach out to the program for any status updates.

What happens if I get denied by the Patient Assistance Program?

Do not worry! It is common that we see denials on initial submissions. Our PCCs are here to aid you in these situations and can provide direction on how to complete a second submission. If PAP is not available or denied a second time, there are other paths forward you and your PCC can explore together; it is our goal that you do not go without your medically necessary medication.

Please call your PCC as soon as possible once you have heard a determination from the Patient Assistance Program.

What do I do if I have any questions?

Your PCC would be happy to answer any questions you may have. We are also able to schedule a consultation with a clinical pharmacist should you have questions regarding your specialty medication. Please call RxAlly at **877-794-22181** or email at **PCC@RxAlly.com** for additional assistance.