RxAlly™

PROCESS OVERVIEW

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Program Overview

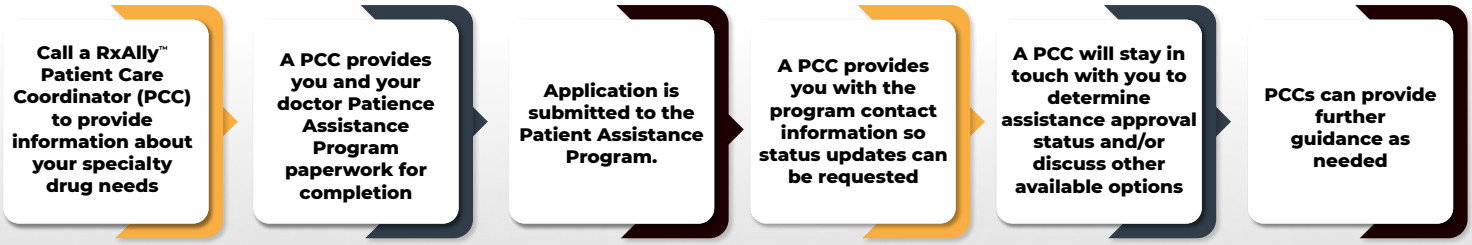
The RxAlly™ Specialty Advocacy Program is designed to help members secure access to specialty medications through Patient Assistance Programs. A specialty medication is a medication that treats complex medical conditions such as cancer, psoriatic arthritis, and multiple sclerosis, and often require specific handling and storage requirements.

Patient Assistance Programs can be offered by drug manufacturers to offer specialty drug coverage when coverage is not available under an employer sponsored prescription benefit plan. RxAlly™ provides help to members by identifying and coordinating application to these Patient Assistance Programs as the process can be complex. A designated RxAlly™ Patient Care Coordinator (PCC) will work directly with you and your doctor to gather, prepare, and apply for patient assistance. Once a RxAlly™ PCC submits both your portion and your doctor's portion of the application, the Patient Assistance Program will review the application 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 and not an outside party).

If your application is approved, please contact your Patient Care Coordinator 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 assistance application is denied, please contact your dedicated Patient Care Coordinator as soon as possible to determine additional opportunities for accessing your requested 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 drug.
2. Review & sign the prepared application by your PCC. We may also ask you to nudge your doctor in completing their portion of the paperwork if the PCC is unable to get a direct response.
3. Once the PCC submits the application, please call the program directly for a status update if you do not hear from them in 5-7 business days.
4. If you need your medication within the next 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 **877-794-2218** to speak with a RxAlly™ Patient Care Coordinator.

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Frequently Asked Questions

What is a specialty medication?

Specialty drugs are used to treat complex conditions, can require frequent dosing adjustments and intensive monitoring to decrease the likelihood of adverse events, and improve treatment outcomes. They are often high-cost, treat rare conditions, and have specialty storage and delivery requirements.

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

The benefit you are requesting coverage from does not provide coverage for specialty medications. This may be a change from what was covered under the benefit in the past. 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.

What does the general process look like?

Members must call a RxAlly™ Patient Care Coordinator (PCC) to begin the process for obtaining their specialty medication.

How do I fill my specialty medication?

Your RxAlly™ Patient Care Coordinator 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 Patient Care Coordinator 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 require. 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....

1. Gather information about you, your insurance coverage, and your specialty medication.
2. Start a medical necessity review for your medication.
3. Coordinate any necessary bridge fill(s) upon approval of the medical necessity review.
4. Send any required paperwork to you which must completed, signed, and returned to RxAlly.™
5. Contact your prescriber, request paperwork to be completed, and follow-up to ensure this paperwork will be completed and returned to RxAlly.™
6. Gather these documents, prepare the patient assistance application, and submit these to the manufacturer program.
7. Let you know when the application for assistance has been submitted.
8. Request that you follow up with the Patient Assistance Program – via email or phone - to ask about application status.
9. Be accessible to you at 877-794-2218 or PCC@RxAlly.com for any questions while you are enrolled with RxAally.™

Programs require that status checks be made by the patients directly and cannot be made by an outside party like RxAlly.™

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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 may 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 Patient Care Coordinator, they will start the medical necessity review process which typically takes a few days. The clinical team requests information from your physician 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 Access 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, the RxAlly™ Patient Care Coordinator is unable to contact the Patient Access 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 Patient Care Coordinator 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 prescription 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 Access 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™ Patient Care Coordinator. 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 888-884-6331 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.

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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 Patient Care Coordinator to see if your medication is eligible for Copay Assistance as well as Patient Assistance.

What is required of me?

Your designated RxAlly™ Patient Care Coordinator 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™?

The Patient Care Coordinators 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 reach out to the program for any status updates personally.

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

Do not fret! It is common that we see denials on initial submissions. Our Patient Care Coordinators are here to aid you in these situations and can provide direction on how to complete a second submission. We will explore all avenues for available coverage: it is our goal that you do not go without your medically necessary medication. Please call your Patient Care Coordinator 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 Patient Care Coordinator 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 your Patient Care Coordinator at 877-794-22181 or email at PCC@RxAlly.com for additional assistance.

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