



# Simple and reliable solutions to help your appropriate patients access therapy



## Access & Reimbursement

Support includes:

- Benefits verification
- Prior authorization requirements
- Appeals support
- Billing, coding, and reimbursement education



## Affordability

Eligible patients may pay as little as \$25 per dose. Enrollment is required to determine eligibility and participation.

Subject to terms and conditions. Limitations apply.\*



## Acquisition

Support includes:

- Access to ROME ordering platform
- Help with product ordering
- Real-time delivery tracking



## Patient Education

Live 1-on-1 support is available for patients starting treatment. Our Patient Navigators can help answer the most common treatment questions.

## Our team is available to assist you every step of the way

**Patient Navigators** assist your office with access, reimbursement, and affordability services. They can also provide 1-on-1 patient education.

**Phone: 1-844-638-7222**

**Customer Support Associates** assist with product ordering and delivery.

**Phone: 1-844-367-3222**

Your local Access & Reimbursement Field Representative is available to assist you with all our support services.



## How to enroll in Novartis Patient Support

- Simply download the **Start Form**, fill it out, and fax it to **1-844-638-7329** **OR** you can also access support by registering for our portal. Registration is required
- Have questions about the enrollment process? Call us at **1-844-638-7222**

**Here's what you can expect once we receive an enrollment request:**



### Coverage

We'll verify benefits to determine patient coverage requirements.



### Financial Support

We'll determine if your patients may be eligible for financial support programs, like our co-pay program.\*



### Reimbursement

We'll provide information and resources to help support you through the claim submission process.



## How to connect patients with a Patient Navigator

- Once you've scheduled your patient for their first treatment, you can connect them with a live Patient Navigator to help answer their most common questions
- Patients can call **1-844-638-7222** at any time for support
- Enrollment is not required for patients to speak with a Patient Navigator



## How to get support with ordering

- Ready to order product for your patient? Contact our Customer Support team to help you get started and guide you through the product ordering process
- *Please note that you will need specific licensing and agreements in place before ordering*



Phone: **1-844-367-3222**



Email: **Customerserv-us.aaa@novartis.com**

For more information, visit our [website](#).

\***Novartis Patient Support Co-pay Program Terms & Conditions.** Limitations apply. Valid only for those with private insurance. The Program provides that an eligible patient will be responsible for the first \$25 and then may receive assistance for up to a maximum of \$15,000 over the course of the treatment to cover eligible out-of-pocket costs for the product. Patient is responsible for any costs once limit is reached in a calendar year. Program not valid (i) under Medicare, Medicaid, TRICARE, VA, DoD, or any other federal or state health care program, (ii) where patient is not using insurance coverage at all, (iii) where the patient's insurance plan reimburses for the entire cost of the drug, or (iv) where product is not covered by patient's insurance. The value of this Program is exclusively for the benefit of patients and is intended to be credited toward patient out-of-pocket obligations and maximums, including applicable co-payments, coinsurance, and deductibles. Program is not valid where prohibited by law. Patient may not seek reimbursement for the value received from this Program from other parties, including any health insurance program or plan, flexible spending account, or health care savings account. Patient is responsible for complying with any applicable limitations and requirements of their health plan related to the use of the Program. Valid only in the United States and Puerto Rico. This Program is not health insurance. Program may not be combined with any third-party rebate, coupon, or offer. Proof of purchase may be required. Novartis reserves the right to rescind, revoke, or amend the Program and discontinue support at any time without notice.