

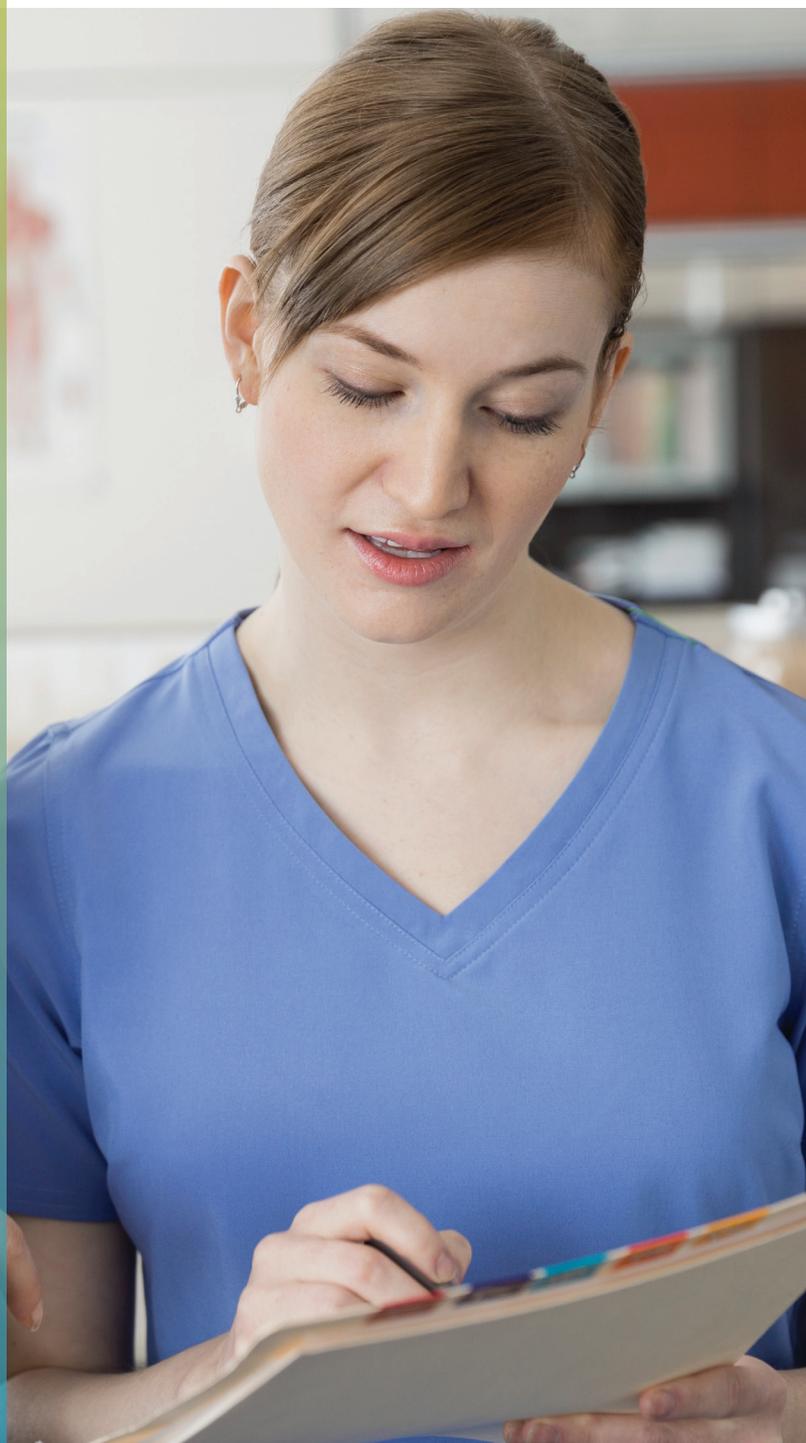


GENENTECH

---

**PATIENT  
SUPPORT  
SERVICES**

Connecting patients to their  
prescribed Genentech medicines



# SUPPORTING PEOPLE WHO HAVE BEEN PRESCRIBED GENENTECH MEDICINES

Genentech has always focused on developing breakthrough medicines for serious illnesses and on helping the people who need these medicines get them—we've helped more than 2 million people over the past 20+ years.

## Genentech patient support services



For people who need help understanding insurance coverage and costs related to Genentech medicines:

### Genentech Access Solutions



For people who do not have insurance coverage or have concerns about the cost of their Genentech medicine and meet certain eligibility criteria:

### Genentech Patient Foundation



For people who have insurance and can't afford their Genentech medicine:

### Affordability Options



For people who want information and resources about their diagnosis and treatment with a Genentech medicine:

### Genentech Patient Education and Treatment Resources



The Patient Resource Center can help answer questions and connect you to the right Genentech patient support service. Call **(877) GENENTECH (877-436-3683)** to get started.

# ENROLLING YOUR PATIENTS

There are 2 paths to enrolling in Genentech patient support services, depending on your patient's needs.

## 1 ALL COVERAGE, REIMBURSEMENT AND PATIENT ASSISTANCE SERVICES



Conduct benefits investigations to understand patient coverage



Provide resources for coverage and reimbursement



Refer patients to appropriate assistance options



Practice completes and submits the **Prescriber Service Form\***



Patient completes and submits the **Patient Consent Form**

OR

## 2 GENENTECH PATIENT FOUNDATION ONLY



Use this path for direct enrollment into the Genentech Patient Foundation (see page 5 for eligibility criteria)



Practice and patient complete and submit the **Genentech Patient Foundation Enrollment Form**



If your patient already completed the Patient Consent Form, he or she does not have to complete the patient page of the **Foundation Enrollment Form**.

## Choose how you want to complete and submit the forms

### Prescriber Service Form

- Download at Genentech-Access.com and fax to Genentech Access Solutions
- Submit online via My Patient Solutions® for Health Care Practices

### Patient Consent Form

- Download at Genentech-Access.com and fax to Genentech Access Solutions
- Submit a scanned image via My Patient Solutions for Health Care Practices
- Send a text message with an image
- Submit online at Genentech-Access.com/PatientConsent

### Foundation Enrollment Form

- Download at GenentechPatientFoundation.com and fax to Genentech Patient Foundation

\*Practices may need to complete other form(s) for certain medicines or services.

# GENENTECH ACCESS SOLUTIONS



## Coverage and reimbursement support for patients and practices

At Genentech Access Solutions, we know it is a privilege to help patients. We are dedicated to ensuring our medications are accessible for the patients who have been prescribed them. We can help by providing:



**Benefits investigations (BIs) and benefits reverification support**



**Prior authorization (PA) resources**



**Information about authorized specialty pharmacies and specialty distributors**



**Sample billing and coding information**



**Resources for denials and appeals**



**Referrals to appropriate patient assistance options**



Genentech Access Solutions in-house dedicated Specialists are here to help your patients and practice.

# GENENTECH PATIENT FOUNDATION



## Providing free Genentech medicine for eligible patients

Living with a serious illness can come with many challenges. Getting Genentech medicines shouldn't be one of them. The Genentech Patient Foundation gives free Genentech medicine to people who don't have insurance coverage or who have financial concerns and meet certain eligibility criteria.



### ELIGIBILITY CRITERIA

<b>UNINSURED PATIENTS</b> With incomes under \$150,000	<b>OR</b>	<b>INSURED PATIENTS WITHOUT COVERAGE</b> for a Genentech medicine With incomes under \$150,000										
<b>OR</b>												
<b>INSURED PATIENTS WITH COVERAGE</b> for a Genentech medicine <ul style="list-style-type: none"> <li>• With unaffordable out-of-pocket costs</li> <li>• Who have used all forms of available financial assistance</li> <li>• With household size and income within the guidelines listed to the right</li> </ul>	<table border="1"> <thead> <tr> <th>HOUSEHOLD SIZE</th> <th>ANNUAL INCOME</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">👤 1</td> <td style="text-align: center;"><b>Less than \$75,000</b></td> </tr> <tr> <td style="text-align: center;">👤👤 2</td> <td style="text-align: center;"><b>Less than \$100,000</b></td> </tr> <tr> <td style="text-align: center;">👤👤👤 3</td> <td style="text-align: center;"><b>Less than \$125,000</b></td> </tr> <tr> <td style="text-align: center;">👤👤👤👤 4</td> <td style="text-align: center;"><b>Less than \$150,000*</b></td> </tr> </tbody> </table> <p><small>*For households larger than 4 people, add \$25,000 for each extra person. There is no maximum number of people you may add.</small></p>		HOUSEHOLD SIZE	ANNUAL INCOME	👤 1	<b>Less than \$75,000</b>	👤👤 2	<b>Less than \$100,000</b>	👤👤👤 3	<b>Less than \$125,000</b>	👤👤👤👤 4	<b>Less than \$150,000*</b>
HOUSEHOLD SIZE	ANNUAL INCOME											
👤 1	<b>Less than \$75,000</b>											
👤👤 2	<b>Less than \$100,000</b>											
👤👤👤 3	<b>Less than \$125,000</b>											
👤👤👤👤 4	<b>Less than \$150,000*</b>											



For more information about applying for and ordering free Genentech medicines, visit [GenentechPatientFoundation.com](http://GenentechPatientFoundation.com).

## AFFORDABILITY OPTIONS



### Financial support for patient out-of-pocket costs

Patient out-of-pocket costs can be a barrier to treatment. We offer assistance options for a wide range of patient situations.

#### GENENTECH CO-PAY PROGRAMS

Genentech medicine-specific co-pay programs provide financial assistance to eligible patients to help with co-pays, co-insurance or other out-of-pocket costs.

Eligible patients must have commercial insurance, must not have Medicare, Medicaid or other government insurance and must meet other criteria. They must agree to the rules set forth in the terms and conditions for the program.

Visit each Genentech medicine's website to learn more.

#### REFERRALS TO INDEPENDENT CO-PAY ASSISTANCE FOUNDATIONS

For eligible patients with commercial or public health insurance, we offer referrals to independent co-pay assistance foundations.

##### To get started:



VISIT  
[Genentech-Access.com](https://www.genentech-access.com)



CALL  
(866) 4ACCESS/(866) 422-2377

Eligibility criteria apply. Not valid for patients using federal or government programs to pay for their medications. Patient must be taking the Genentech medication for an FDA-approved indication. See full terms and conditions at each brand's website.

Genentech does not influence or control the operations or eligibility criteria of any independent co-pay assistance foundation and cannot guarantee co-pay assistance after a referral from Genentech Access Solutions. The foundations to which we refer patients are not exhaustive or indicative of Genentech's endorsement or financial support. There may be other foundations to support the patient's disease state.

## GENENTECH PATIENT EDUCATION AND TREATMENT RESOURCES



### Education and information about Genentech medicines

We offer information and resources for people who would like to learn more about their Genentech medicines.\* Availability of programs may vary depending on the Genentech medicine. Please check with your Genentech representative to learn more.



#### PATIENT RESOURCE CENTER

We can help connect patients to resources and support and answer questions about their treatment, including:

- General therapy questions
- Acquiring, storing, administering or traveling with Genentech medicines
- Financial support options and understanding insurance coverage
- Patient educational materials and resources
- Product complaints, questions or wastage
- Securing transportation or locating specialty pharmacies



#### IN-PERSON PATIENT EDUCATION\*

For certain medicines, trained Genentech employees can offer live injection/administration training and additional clinical education to help ensure patients have the knowledge to follow their prescribed treatment, including:

- One-on-one meetings
- Personalized support



#### PATIENT AMBASSADORS/LOCAL OUTREACH PROGRAMS

For certain medicines, patients get information and hear about experiences from others who are or have been undergoing treatment for a similar diagnosis, including:

- One-on-one meetings
- Group meetings
- Local education sessions



#### ADHERENCE SUPPORT PROGRAMS

Patients who would like to learn more about living with their diagnosis and Genentech treatment can receive regular updates and tips via email or mail, including:

- Welcome kits
- Treatment reminders
- Patient stories

\*These resources are provided for informational purposes only and are not medical advice. Patients should consult their health care providers with any questions or concerns they may have regarding their diagnosis and treatment.

# ONE NUMBER

Can Connect You to All of the Help We Offer  
to Patients Prescribed Genentech Medicines



Call the Patient Resource Center  
**(877) GENENTECH** (877-436-3683)  
with questions or to get started.

**Genentech**  
*A Member of the Roche Group*

©2019 Genentech USA, Inc. So. San Francisco, CA  
All rights reserved. ACS/041719/0044 05/19 Printed in USA

