

## ***Prescription Assistance & Discount Drug Programs***

### [Partnership for Prescription Assistance](#)

Partnership for Prescription Assistance Program  
Phone: 1-888-4PPA-NOW (1-888-477-2669).

Partnership for Prescription Assistance brings together America's pharmaceutical companies, doctors, other health care providers, patient advocacy organizations and community groups to help qualifying patients who lack prescription coverage get the medicines they need through the public or private program that's right for them. Many will get them free or nearly free.

Programs:

- **Help for Those in Need:** Many people have difficulty affording health care, including prescription medicines. A number of patient assistance programs provide help to patients who lack prescription drug coverage and earn less than 200% of the federal poverty level (approximately \$19,000 for an individual or \$32,000 for a family of three).(Qualifications vary by programs. Income levels vary by state.)
- **Access to the Medicines They Need:** Patients will be directed to the public or private programs most likely to meet their needs. The Partnership for Prescription Assistance helps qualifying patients without prescription coverage

Enroll in more than 475 patient assistance programs, Access more than 2,500 medicines, Learn how to contact government programs for which they may qualify, such as Medicaid, Medicare, or the State Children's Health Insurance Program.

### [Rx Assist](#)

Rx Assist

RxAssist offers a comprehensive database of patient assistance programs, as well as practical tools, news, and articles so that health care professionals and patients can find the information they need.

## WoW Resource Center

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### [Rx Hope](#)

#### RxHope

RxHope is exactly what its name implies... a helping hand to people in need in obtaining critical medications that they would normally have trouble affording.

### [Needy Meds](#)

#### NeedyMeds

NeedyMeds is a non-profit organization with the mission of helping people who cannot afford medicine or healthcare costs. The information at NeedyMeds is available anonymously and free of charge.

### [eSun Patient Card](#)

#### eSun Patient Card

This program is available to everyone, not just for seniors. Annual membership fee of \$20 per family per year will apply. Membership includes the prescription discount card.

### [Free Drug Card US](#)

#### FreeDrugCard.us

This FREE DRUG CARD program is being sponsored by a non-profit organization to help all Americans cut their prescription drug costs. Simply download your FREE Prescription Drug Cards and receive savings of up to 75% at more than 54,000 national and regional pharmacies.

### [PS Card](#)

#### PS Card

PS Card negotiates volume cash discounts with local pharmacies, including both national chains and neighborhood stores, to save you up to 50% on all prescription drugs. If you are uninsured or taking a drug that is not covered by your health plan, PS Card will save you up to 50%.

### [Your Rx Card](#)

#### YourRxCard

This free prescription drug card program is being produced to help all Americans cut their prescription drug costs.

### **Healthcare Programs**

[Insure Kids Now](#)

- Your child or teen may qualify for no-cost or low-cost health insurance coverage through Medicaid and the Children's Health Insurance Program (CHIP). Many parents may also be eligible.

If you or someone in your family needs health coverage, you should apply. To find information about Medicaid and CHIP health coverage programs in your state, go to Programs in Your State or call 1-877-Kids-Now (1-877-543-7669).

Medicaid and CHIP typically cover a range of benefits including:

- Doctor Visits
- Emergency Care
- Hospital Care
- Vaccinations
- Prescription Drugs
- Vision
- Hearing
- Dental

## WoW Resource Center

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### [Federally Funded Health Centers](#)

#### Federally Funded Health Centers

U.S. Department of Health and Human Services / Health Resources and Services Administration HRSA

Federally-funded health centers care for you, even if you have no health insurance. You pay what you can afford, based on your income. Health centers provide the following services:

- Complete care when you're pregnant
- Immunizations and checkups for your children
- Checkups when you're well
- Treatment when you're sick
- Dental care and prescription drugs for your family
- Mental health and substance abuse care if you need it

### [AmeriPlan USA](#)

#### AmeriPlan

AmeriPlan is the largest discounted fee-for-services program of its type in the country. The program statistics are as follows:

- 30,000+ Dental Providers
- 7,500+ Chiropractic Providers
- 50,000+ Retail Pharmacies
- 12,000+ Optical Providers

## WoW Resource Center

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### [Vaccines for Children Program](#)

The VFC program is a federally funded program that provides vaccines at no cost to children who might not otherwise be vaccinated because of inability to pay. VFC was created by the Omnibus Budget Reconciliation Act of 1993 as a new entitlement program to be a required part of each state's Medicaid plan. The program was officially implemented in October 1994.

Funding for the VFC program is approved by the Office of Management and Budget (OMB) and allocated through the Centers for Medicare & Medicaid Services (CMS) to the Centers for Disease Control and Prevention (CDC). CDC buys vaccines at a discount and distributes them to grantees—i.e., state health departments and certain local and territorial public health agencies—which in turn distribute them at no charge to those private physicians' offices and public health clinics registered as VFC providers.

Children who are eligible for VFC vaccines are entitled to receive pediatric vaccines that are recommended by the Advisory Committee on Immunization Practices.

### [Merck Vaccine Patient Assistance Program](#)

Because very limited public funding is available in the United States to provide vaccines to uninsured adults, Merck has created the Merck Vaccine Patient Assistance Program.

This private and confidential program provides vaccines free of charge to eligible adults, primarily the uninsured who, without our assistance, could not afford needed Merck vaccines.

This Web site is designed to help you understand the program. If you have additional questions, please call (800) 293-3881, 8:00 AM–8:00 PM EST, Monday through Friday, where a live operator will be available to assist you.

### [Vision USA](#)

- If you do not qualify for government aid or private health care assistance that covers the cost of routine eye or vision care, VISION USA can help. VISION USA provides basic eye health and vision care services free of charge to uninsured, low-income people and their families.

### [Eyecare America](#)

- Our award-winning organization provides eye exams and up to one year of care to US citizens and legal residents within the Continental U.S, Hawaii and Puerto Rico through volunteer ophthalmologists (EyeMDs) often at no out-of-pocket cost to those who qualify.

## WoW Resource Center

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### [Infant See](#)

- InfantSEE®, a public health program, managed by Optometry Cares® - The AOA Foundation, is designed to ensure that eye and vision care becomes an integral part of infant wellness care to improve a child's quality of life. Under this program, AOA optometrists provide a comprehensive eye and vision assessments for infants within the first year of life regardless of a family's income or access to insurance coverage.

### [Sight for Students](#)

- Sight for Students is a VSP charity that provides free vision exams and glasses to low-income, uninsured children. The program operates nationally through a network of community partners who identify children in need and VSP network doctors who provide the eyecare services.

### [HealthCare.gov](#)

A federal government Website managed by the U.S. Department of Health & Human Services. Find information on preventive care, insurance options, the new healthcare law and its impact on you.

## **Co-payment Programs**

### [Kidney Fund](#)

Kidney Fund

Mission: The American Kidney Fund leads the nation in charitable assistance to dialysis patients. In 2010, 101,000 people—1 out of every 4 U.S. dialysis patients—received assistance from the American Kidney Fund for health insurance premiums and other treatment-related expenses that insurance does not cover.

If you are a patient who is in need of treatment-related financial assistance, speak with your dialysis center social worker about submitting an application to AKF.

Phone: 1-800-638-8299

## WoW Resource Center

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### [Association of Community Cancer Centers](#)

Association of Community Cancer Centers

Mission: ACCC is the national multidisciplinary organization that focuses on enhancing, promoting, and protecting the entire continuum of quality cancer care for our patients and our communities.

Phone: 301-984-9496

### [Cancer Care](#)

CancerCare

Mission: CancerCare is a national nonprofit organization that provides free, professional support services to anyone affected by cancer: people with cancer, caregivers, children, loved ones, and the bereaved. CancerCare programs . including counseling, education, financial assistance and practical help . are provided by trained oncology social workers and are completely free of charge.

Phone: 800-813-4673

### [Candlelighters Childhood Cancer Foundation](#)

Candlelighters Childhood Cancer Foundation

Mission: Our mission is to provide information and awareness for children and adolescents with cancer and their families, to advocate for their needs, and to support research so every child survives and leads a long and healthy life.

Phone: 800-366-2223

### [Caring Voice Coalition](#)

Caring Voice Coalition, Inc.

Mission: Comprehensive help for the needs of patients with serious, chronic illnesses .

Phone: (888) 267-1440

## WoW Resource Center

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### [Chai Life](#)

#### Chai Lifeline

Mission: Chai Lifeline is a not for profit organization dedicated to helping children suffering from serious illness as well as their family members. We offer a comprehensive range of services to address the multiple needs of patients, parents, and siblings.

Phone: 212.465.1300

### [Chemo Care](#)

#### Chemocare.com

Mission: This organization provides links to other resources for prescription assistance.

### [Geriatric Services of America](#)

#### Geriatric Services of America

Mission: Help Chronic Respiratory Disease Patients by providing Education, Support, Equipment, and Life-saving Medications quickly and directly to the Patients home.

Phone: 1-800-307-8048

### [HealthWell Foundation](#)

#### HealthWell Foundation

Mission: The HealthWell Foundation addresses the needs of individuals who cannot afford their insurance copayments, premiums, coinsurance, or other out-of-pocket health care costs.

Phone: 1-800-675-8416

### [International Oncology Network](#)

#### International Oncology Network

Mission: To keep affordable medications within patients' reach, many of ION's pharmaceutical partners offer Patient Assistance Programs to provide free or discounted medications to people who may not be able to afford their needed medications.

Phone: 410-385-2900



## WoW Resource Center

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### [Leukemia & Lymphoma Society](#)

Leukemia and Lymphoma Society

Mission: The Leukemia & Lymphoma Society is the world's largest voluntary health organization dedicated to funding blood cancer research, education and patient services. The Society's mission: Cure leukemia, lymphoma, Hodgkin's disease and myeloma, and improve the quality of life of patients and their families. Since its founding in 1949, the Society has invested more than \$550.8 million for research specifically targeting blood cancers.

Phone: 1-800-955-4572

### [National Children's Cancer Society](#)

National Children's Cancer Society

Mission: The mission of The National Children's Cancer Society is to improve the quality of life for children with cancer and their families by providing financial and in-kind assistance, advocacy, support services and education.

Phone: 314.241.1600

### [National Organization for Rare Disorders](#)

National Organization for Rare Disorders

Mission: The National Organization for Rare Disorders (NORD), a 501(c)3 organization, is a unique federation of voluntary health organizations dedicated to helping people with rare "orphan" diseases and assisting the organizations that serve them. NORD is committed to the identification, treatment, and cure of rare disorders through programs of education, advocacy, research, and service.

Phone: (203) 744-0100

### [Patient Access Network](#)

Patient Access Network Foundation (PAN)

Mission: The Patient Access Network Foundation provides financial support for out-of-pocket costs associated with a wide range of drugs, to treat a number of conditions.

Phone: 1-866-316-PANF (7263)

## WoW Resource Center

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### [Patient Advocate Foundation](#)

Patient Advocate Foundation

Mission: To provide effective mediation and arbitration services to patients to remove obstacles to healthcare including medical debt crisis, insurance access issues and employment issues for patients with chronic, debilitating and life-threatening illnesses.

We assist patients with:

- Medical Debt Crisis
- Insurance Access Issues
- Job Retention Issues

Phone: (800) 532-5274

### [Patient Advocate Foundation - Co-Pay Relief](#)

Patient Advocate Foundation Co-Pay Relief

Mission: Patient Advocate Foundation's Co-Pay Relief (CPR) Program provides direct co-payment assistance for pharmaceutical products to insured Americans who financially and medically qualify.

Phone: (866) 512-3861

### [Patient Services Incorporated](#)

Patient Services Incorporated

Mission: Patient Services Incorporated (PSI) is a non-profit organization primarily dedicated to providing health insurance premium assistance, pharmacy co-payment assistance and co-payment waiver assistance for persons with specific expensive chronic illnesses.

Phone: 800-366-7741

## WoW Resource Center

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### [Center for Medicare Advocacy](#)

The Center for Medicare Advocacy

Mission: The Center for Medicare Advocacy, Inc. is a national non-profit, non-partisan organization that provides education, advocacy, and legal assistance to help elders and people with disabilities obtain Medicare and necessary health care. The Center was established in 1986. We focus on the needs of Medicare beneficiaries, people with chronic conditions, and those in need of long-term care. The organization is involved in writing, education, and advocacy activities of importance to Medicare beneficiaries nationwide. The Center's central office is in Connecticut, with offices in Washington, DC and throughout the country.

Phone: (860) 456-7790

### **Financial Assistance**

#### [American Cancer Society \(ACS\)](#)

The American Cancer Society (ACS) offers programs that help cancer patients, family members, and friends cope with the treatment decisions and emotional challenges they face. To get information about these programs, call the national ACS office, or find a local ACS office by typing your location into the 'In Your Area' box on the ACS web site. Some materials are published in Spanish. Spanish-speaking staff are available.

#### [Cancer Information Network](#)

The Cancer Information Network provides education, legal counseling and referrals to cancer patients and survivors concerning managed care, insurance, financial issues, job discrimination and debt crisis matters.

#### [The Health Resources and Services Administration \(HRSA\)](#)

The Health Resources and Services Administration's (HRSA) Bureau of Primary Health Care offers Health Centers that provide health care to low-income and other vulnerable populations. Health Centers care for people regardless of their ability to pay. They provide primary and preventive health care, as well as services such as transportation and translation.

#### [The Chronic Disease Fund](#)

More specifically, Chronic Disease Fund® is a non-profit, full service financial and medication assistance organization. We exist to improve the health and quality of life of patients battling chronic disease, cancer or other life-altering conditions who cannot afford the medications they so desperately need.

### **Travel Assistance**

#### [Air Charity Network](#)

Your national charitable aviation network matching people in need with "free" flights and other travel resources that can provide healing and hope.

## WoW Resource Center

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### [Air Care Alliance](#)

The Air Care Alliance is a nationwide league of humanitarian flying organizations whose volunteer pilot members are dedicated to community service. This site will introduce you to us and to all the groups we list whose volunteers perform public benefit flying for health care, patient transport, disaster relief, educational experiences for youth, environmental support, and other missions of public service.

### [Air Compassion America](#)

Air Compassion America provides patient travel via air ambulance and medical monitoring while en route to destination.

### [Air Compassion for Veterans](#)

This organization provide medical air transport services to troops, veterans and their immediate family members.

### [Air Lift Hope America](#)

Air Lift Hope America provides service for ambulatory outpatients traveling less than 1,000 miles (departing from North Carolina, Tennessee).

### [Angel Bus](#)

Angel Bus is a nonprofit corporation dedicated to providing compassionate, non-emergency long-distance ground transportation to patients in need. Angel Bus utilizes motor coaches and their volunteer drivers as well as commercial bus service to fulfill our mission.

### [Angel Flight at NIH](#)

Charitable air transportation using commercial airlines to provide flights of hope and healing, free of charge, to medical research and treatment facilities.

## WoW Resource Center

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### [Angel Flight America](#)

Angel Flight was created by a group of pilots who believe in the benefit of volunteering. We strive to keep all aspects of the organization volunteer. We are a non-profit charitable organization of pilots, volunteers, and friends. We will arrange free air transportation for any legitimate, charitable, medically related need. This service is available to individuals, and health care organizations. We will also arrange transportation of those people who are financially distressed, or who are in a time-critical, non-emergency situation due to their medical condition.

### [Angel Flight for Veterans](#)

The mission and purpose of Veterans Angel Flight is to ensure that no financially-needy veteran / active duty military person or their family member(s) is denied access to distant specialized medical evaluation, diagnosis, treatment, or rehabilitation for lack of a means of long-distance commercial airline transportation.

### [Children's Angel Flight](#)

The mission and purpose of Children's Angel Flight (CAF) is "...to ensure that no needy child patient is denied access to distant specialized medical evaluation, diagnosis or treatment for lack of a means of long-distance commercial airline transportation."

### [Children's Charities of America](#)

Children's Charities of America is a coalition comprised of many of America's finest charitable organizations dedicated to meeting the needs of children. Our mission is two fold: First, to heighten public awareness of children's issues and the solutions to their problems. Second, to help our member agencies raise funds mainly through participation in workplace campaigns. Through its member organizations, CCA is striving to give children all over the world a fighting chance at a brighter tomorrow and a more fulfilling future.

### [Combined Federal Campaign](#)

The mission of the CFC is to promote and support philanthropy through a program that is employee focused, cost-efficient, and effective in providing all federal employees the opportunity to improve the quality of life for all.

### [Corporate Angel Network](#)

Corporate Angel Network is the only charitable organization in the United States whose sole mission is to help cancer patients access the best possible treatment for their specific type of cancer by arranging free travel to treatment across the country using empty seats on corporate jets. This not only improves the patients' chances of survival but at the same time, it reduces their emotional stress, physical discomfort and financial burden.

### [Homeland Security Emergency Air Transportation System \(HSEATS\)](#)

HSEATS is the United States civil aviation response to disasters. It is a jointly coordinated program that utilizes aircraft owned and flown by volunteer pilots, corporate business jets, air ambulance services through Air Compassion America and donated airline tickets through Mercy Medical Airlift.

### [Hospice Angel Flight](#)

The mission and purpose of Hospice Angel Flight is "...to ensure that no financially-needy senior citizen or hospice patient is denied access to distant specialized medical evaluation, diagnosis or treatment for lack of a means of long-distance commercial airline transportation."

## WoW Resource Center

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### [Independent Charities of America](#)

Independent Charities of America (ICA) is an IRS-recognized 501(c)(3) nonprofit association of America's best charities. Our purpose is to represent charities that meet the highest standards of public accountability and program effectiveness and to facilitate gifts to those charities from contributors in fund drives conducted at work and on the web.

### [Joe's House Lifeline Pilots](#)

A Hospitality Guide for Cancer Patients

Established in 1981, LifeLine Pilots' mission is to facilitate FREE air transportation through volunteer pilots for financially distressed passengers with medical and humanitarian needs.

### [Mercy Medical Airlift](#)

Charitable Aviation Association Management  
Phone: 757-318-9174

Mercy Medical Airlift contracts with other charitable medical air transportation organizations at both the national, regional and state levels providing fund-raising, general administration and program services thus achieving maximum efficiency at minimal costs.

### [National Association of Hospital Hospitality Houses](#)

Lodging and other supportive services to patients and their families when confronted with medical emergencies.

### [National Patient Air Transport Helpline](#)

Provides information about all forms of charitable, long-distance medical air transportation and provides referrals to all appropriate sources of help available in the national charitable medical air transportation network.

### [Volunteer Pilots Association](#)

The Volunteer Pilots Association (VPA) provides flights to people in need who must travel to receive necessary medical treatment. All of our pilots and staff are trained and dedicated volunteers.

### Special Lift

Special Lift  
Phone: 888-675-1405

This special service provides for nationwide "single-point of contact" administration of clinical trial travel requirements in support of special/rare disease organizations and clinical research centers. Persons or organizations concerned with travel assistance arrangements for multiple patients at different time and to different places should investigate this program.

## WoW Resource Center

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### Stretcher Patient Transport

### Stretcher Patient Transport

Phone: 800-296-3797

Mercy Medical Airlift operates a Federally-approved stretcher equipped Beech 36 aircraft (the Bonanza) for purposes of transporting patients who must be lying down en route. This service is for personnel who do not require any medical attention en route. Examples of such transports would be; elderly bedridden patient being relocated to a new long-term care facility, child in a full body cast, etc. MMA operates this aircraft under a Federal Air Carrier Certificate and utilizes a cadre of MMA trained pilots. The Bonanza is based out of Manassas, Virginia and serves the Mid-Atlantic States. The service is provided free of charge to eligible patients and families.

### **Drug Reimbursement Hotlines/Patient Assistance Programs**

[Arc of Support, Abraxis Oncology Resource Center](#)

Arc of Support, Abraxis Oncology Resource Center  
Monday–Friday, 8:00 am–8:00 pm, EST  
800.564.0216

The Arc of Support is a comprehensive program that provides a broad range of services for healthcare professionals caring for patients undergoing treatment with Abraxane for Injectable Suspension (paclitaxel protein-bound particles for injectable suspension) (albumin-bound).

[Allos Support for Assisting Patients](#)

Allos Support for Assisting Patients  
ASAP  
Monday–Friday, 9:00 am–8:00 pm, ET  
Phone: 1.877.ASAP102 (877.272.7102)  
Fax: 1.877.801.0777

Allos Therapeutics, Inc. proudly sponsors the Allos Support for Assisting Patients (ASAP) program, a reimbursement support and patient assistance program designed to help patients and healthcare professionals gain appropriate access to FOLOTYN® (pralatrexate injection). The ASAP program provides the following services:

Verification of Patient-Specific Insurance Benefits  
Pre-Submission Claims Review and Support

## WoW Resource Center

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Prior Authorization Assistance  
Coding and Billing Guidance  
Payer Research  
Denied and Underpaid Claims Assistance  
Patient Assistance Program for Qualified Patients

Allos Therapeutics, Inc. does not guarantee coverage and/or reimbursement for FOLOTYN. Coverage, coding, and reimbursement policies vary significantly by payer, patient, and setting of care. Actual coverage and reimbursement decisions are made by individual payers following the receipt of claims. Allos strongly recommends verifying coverage, coding, and reimbursement guidelines on a payer and patient-specific basis.

[Amgen Assist™](#)

Amgen Assist™

1.800.272.9376  
Monday through Friday from 9 am to 8 pm ET

Amgen is proud to introduce Amgen Assist™, our new reimbursement assistance and patient support services for all Amgen products. Through Amgen Assist™ and our all new enhanced online service, you can now fill out, submit, and track reimbursement forms directly online. Of course, you can still speak to one of our reimbursement specialists about:

Insurance verification  
Prior authorization  
Patient assistance program information.  
Billing and claims processing support  
Amgen Assist eService

1.800.272.9376

Amgen Assist™ eService gives you a single destination for online tools and forms, and makes it easier to find the right program for each patient's unique needs.

[AstraZeneca Cancer Support Network \(AZ CSN\)](#)

AstraZeneca Cancer Support Network (AZ CSN)  
Monday–Friday, 9:00 am–8:00 pm ET  
1.866.992.9276

The AstraZeneca Cancer Support Network a toll-free service staffed by specially trained nurses, pharmacists, and reimbursement specialists to provide up-to-date information and answers to questions about clinical trials for AstraZeneca oncology products, disease state information, reimbursement and



## WoW Resource Center

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access and payer coverage.

The AZ CSN supports the following products: Arimidex 1 mg (anastrozole tablets), Faslodex IM injection (fulvestrant), Zoladex 3.6 mg (goserelin acetate implant), Zoladex 10.8 mg, and Casodex 50 mg (bicalutamide tablets). Reimbursement specialists are available to assist callers with coverage and reimbursement issues relating to Medicare Parts A, B, D and Medicare Advantage as well as Medicaid, private third-party payers, and managed care organizations.

Alternative database searches are available to further assist patients in finding coverage from other resources if needed. Callers may obtain coding recommendations (HCPCS, CPT, ICD-9), assistance with denied or under-reimbursed claims, general coverage and reimbursement information.

On-line assistance is also now available at [www.azcsn.net](http://www.azcsn.net).  
Bayer HealthCare Pharmaceuticals

[REACH® - Resources for Expert Assistance and Care Helpline](#)

REACH® - Resources for Expert Assistance and Care Helpline  
Monday–Friday, 9 am–8 pm, EST  
1.866 NEXAVAR (1.866.639.2827)

The REACH® program assists patients in getting started with Nexavar® (sorafenib) tablets. Nexavar is distributed through designated specialty pharmacy providers (SPPs); it is not available through retail pharmacies. A REACH program counselor will identify an SPP that will fill the Nexavar prescription and send it directly to the patient's home. A REACH program counselor will also call patients to provide help in understanding insurance coverage and the Medicare Part D drug benefit and aid in finding other sources of payment for Nexavar. The Reimbursement Support Line Team has experience with all payer types, including Medicare. Questions answered by the team typically can be classified into one of the following groups:

- Benefit verification
- Coding assistance and billing instruction
- Claims review
- Claims-appeal assistance
- Prior-authorization assistance
- Patient assistance.

In addition, Bayer HealthCare Pharmaceuticals offers a patient assistance program that provides treatment to uninsured patients who meet the program requirements.

## WoW Resource Center

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### [Destination Access](#)

Bristol-Myers Squibb  
Destination Access  
Monday–Friday, 9:300 am–6:00 pm, EST  
800.861.0048

This program was created to improve access to care for cancer patients receiving Bristol-Myers Squibb oncology products and to help community-based oncologists secure payment for patients’ medicine within payer guidelines. Destination Access provides appeals assistance including: guidance on payer-specific appeals process, denied prior authorization assistance; provision of template appeals letters, appropriate literature, and local coverage determination information. Destination Access offers a current library of peer-reviewed journals maintained by a staff research analyst, providing supporting clinical evidence to patients and physicians for facilitation of payment decisions.

Upon receipt of a signed authorization, Destination Access can also investigate a patient’s available benefits including determination of co-pay, coinsurance, and deductible amounts; investigation of primary, secondary, and other policies; and investigation of Medicaid, state senior programs, Veterans Administration benefits, co-pay foundations, and other potential resources.

To be considered for free Bristol-Myers Squibb Oncology products, Destination Access will use the following guidelines to evaluate patients who:

Meet certain financial eligibility criteria  
are U.S. citizens or legal residents  
Are receiving treatment in the U.S. on an outpatient basis, and have no insurance assistance.

### [Patient Support Coordinator \(PSC\) Program](#)

Celgene Corporation  
Patient Support Coordinator (PSC) Program  
Monday–Friday, 8 am–7 pm, EST  
Phone: 800.931.8691  
Email: patientsupport@celgene.com

Patient Support Coordinator®

This program offers a dedicated central point of contact to assist providers and cancer patients navigate the challenges of reimbursement, provide information about co-pay assistance, and answer general questions about Celgene products and their distribution.

The Patient Support Coordinator assists cancer patients with:

Reimbursement assistance, insurance claims, and appeals  
Medicare Part D prescription drug benefit issues

## WoW Resource Center

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Locating co-pay assistance programs and services  
Identifying pharmacies that are registered to dispense Celgene products  
Determining the status of a prescription  
Inquiries regarding Celgene's patient assistance program  
Information regarding Celgene products and their restricted distribution programs (RevAssist® or S.T.E.P.S.®) or appropriate contacts for other questions.  
Reimbursement Hotline and Patient Assistance Program  
Monday–Friday, 8 am–7 pm, EST  
Phone: 866.742.7646

This hotline provides reimbursement assistance for Vidaza® (azacitidine for injectable suspension) and Innohep® (tinzaparin sodium injection). Our team of reimbursement specialists can help address coverage, coding and payment issues as well as answer questions about Medicare, Medicaid, commercial insurers, and managed care. They also can provide information about the Patient Assistance Program, which was established to help patients who otherwise might not have access to our products.

RevAssist®  
REVLIMID® (lenalidomide)

REVLIMID® is available only under a restricted distribution program called RevAssist®. Healthcare providers and patients must register with RevAssist®. Information about REVLIMID® and the RevAssist® program can be obtained by calling the Celgene Customer Care Center toll-free at 1-888-423-5436. PROCRIline.com Reimbursement Hotline for Procrit®

[PROCRIline.com](http://PROCRIline.com)

PROCRIline.com This website provides easy access to reimbursement information and support including:

Benefit verification  
Prior authorization  
Appeal process and procedure research  
Alternate source of payment  
General billing and coding questions  
Information regarding patient assistance.

Centocor Ortho Biotech will provide assistance to certain eligible Procrit® (epoetin alfa) and Leustatin® (cladribine) Injection patients at no charge, based on medical and financial need. For more information, call the toll-free PROCRIline at 800.553.3851. Representatives are available Monday through Friday from 8 am to 8 pm EST to answer questions from patients and healthcare providers. Inquiries can also be faxed to: 800.987.5572.

The toll-free hotline is convenient and easy to use. When calling about a patient's specific reimbursement issues, please have the following information available. Patients must authorize disclosure of this information:

### The patient's information

The name and telephone number of the patient's insurance plan(s), policy numbers(s), and the name of the subscriber

Physician's name, address, and telephone number

Patient's financial information if calling on behalf of an uninsured patient.

### [Reimbursement Hotline for DOXIL®](#)

Reimbursement Hotline for DOXIL®

(doxorubicin HCl liposome injection) Doxil®

Monday–Friday, 9 am–8 pm, EST

Phone: 800.609.1083

Fax: 800.987.5572

This website provides easy access to reimbursement information and support,\* including:

Benefit verification

Prior authorization

Appeal processes and procedure research

Alternate sources of payment

General billing and coding assistance

Information regarding patient assistance.

Centocor Ortho Biotech will provide assistance to certain eligible Doxil® (doxorubicin HCl liposome injection) patients at no charge, based on medical and financial need. For more information, call the toll-free line at 800.609.1083. Representatives are available Monday through Friday from 8 am to 8 pm EST to answer questions from patients and healthcare providers. Inquiries can also be faxed to: 800.987.5572.

The toll-free hotline is convenient and easy to use. When calling about a patient's specific reimbursement issues, please have the following information available. Patients must authorize disclosure of this information:

### The patient's information

The name and telephone number of the patient's insurance plan(s), policy numbers(s), and the name of the subscriber

Physician's name, address, and telephone number

Patient's financial information if calling on behalf of an uninsured patient.

\*The information provided represents no statement, promise, or guarantee by Centocor Ortho Biotech Products, Inc. concerning levels of reimbursement, payment, or charge. Please consult your payer organization with regarding local or actual coverage and reimbursement policies and determination processes.

## WoW Resource Center

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[CephalonOncologyCORE.com](http://CephalonOncologyCORE.com)

Cephalon supports patients and healthcare providers through programs for eligible patients treated in the United States who do not have insurance, cannot afford their out-of-pocket co-pay costs, or need assistance with reimbursement issues. Cephalon Oncology's support program is designed to help patients and healthcare providers navigate the reimbursement landscape with resources aimed at clarifying issues and assisting with the claims process. Specific assistance includes the following:

- Benefit verification and coverage
- Policy benefits and limitations
- Personalized support through the claims process
- Appeal support.

In addition, Cephalon offers a patient assistance program to provide FDA-approved products free of charge for patients who qualify.

Cephalon also engages with groups like the Leukemia and Lymphoma Society that have programs designed to help patients access the treatments they need.

For additional information, contact Cephalon's Oncology Reimbursement Expertise Support Hotline at 888.587.3263.

Cephalon CORE Program:

CORE Hotline  
Phone: 1.888.587.3263  
Fax: 1.866.676.4073  
Address:  
6900 College Blvd., Ste. 1000  
Overland Park, KS 66211  
CORE website: [CephalonOncologyCORE.com](http://CephalonOncologyCORE.com)

CORE is a convenient reimbursement resource that provides a support program along with online tools to help physicians and patients better understand the reimbursement process.

To get personalized support when submitting reimbursement claims for Treanda®, physicians can contact the toll-free hotline at: 1.888.5.TREANDA (1.888.587.3263). Treanda reimbursement counselors are available by phone Monday through Friday, from 9 am to 8 pm EST. These trained experts can help with the following:

- Benefit verification and coverage information

## WoW Resource Center

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Policy benefit design  
Pre-certifications/prior authorization support  
Coverage guidelines and claim requirements  
Personalized support through the claims process  
Templates for letters of medical necessity  
Appeal support  
Treanda Patient Assistance Program.

When calling about patient-specific reimbursement issues, it may be necessary to have the following available:  
Patient's name, address, and phone number; Date of birth; Social Security number; Plan name; Plan policy number; Physician's name, address, and phone number; Date of service; Drug name; Dosin; Treatment schedule; Income level (if Patient Assistance applicant).

To initiate reimbursement support services, such as benefit investigations, prior authorizations, appeals support, and/or patient assistance, physicians must download the updated Patient and Physician Enrollment Form.

[Lilly PatientOne](#)

Lilly PatientOne  
Monday–Friday, 9 am–7 pm EST  
1.866.472.8663, option 1 (1.866.4PatOne, option 1)

Recognizing that medical insurance issues for oncology patients are numerous and often complex, Eli Lilly and Company provides medical professionals, on behalf of their patients, with access to current reimbursement information and support programs for Lilly Oncology products. To assist patients, physicians, and office staff, program administrators offer the following support:

Information: Support related to clinical documentation, benefits verification, coding guidance, and reimbursement advice.  
Insured Patients: Help with filing paperwork, reimbursement assistance, and complete service on appeals for denied claims.  
Underinsured Patients: Counseling on programs that may help fund patient co-pay, and benefit verification statements.  
Uninsured Patients: Product assistance for patients who qualify.

Lilly provides multiple ways to apply for reimbursement assistance. Cancer patients and providers can call the PatientOne Hotline at: 866.4PatOne (866.472.8663) Monday through Friday from 9 am to 7 pm EST. The PatientOne Application Form is also available online at: [www.lillypatientone.com](http://www.lillypatientone.com).

## WoW Resource Center

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[Genentech Access to Care Foundation \(Avastin, Herceptin, Rituxan, Tarceva, Xeloda\)](#)

Genentech Access to Care Foundation (Avastin, Herceptin, Rituxan, Tarceva, Xeloda)  
1 DNA Way, MS-857A  
South San Francisco, CA 94080-4918  
1.800.530.3083  
1.877.428.2326 (fax)

How to Apply: Click on the link above to download the application or go to the program web site for more information on how to apply. Once you fill out your application, send it to the address on the application.

Eligibility: The Genentech® Access to Care Foundation (GATCF) was created to help qualified patients with unmet medical needs who are uninsured or who have been denied coverage by their health plans to obtain therapy. Therefore, patients who have no insurance or their health plan has denied coverage for treatments can apply to GATCF to receive their medicine free of charge.

Patients: Your healthcare provider will work with Genentech Access To Care Foundation to complete the application process. Hospital/facility must complete Genentech Access To Care Foundation Statement of Medical Necessity Form. Patients must complete the Patient Authorization and Notice of Release of Information form and also provide proof of income. The medication is sent to the doctor's office, hospital, or pharmacy.

[Genomic Health Customer Service](#)

Genomic Health Customer Service  
Monday through Friday, 5:30 AM to 5:00 PM PT  
Tel: (866) ONCOTYPE (866-662-6897)

Ordering Oncotype DX and the Genomic Access Program (GAP)

Genomic Health has established the Genomic Access Program (GAP) to provide financial and administrative support to patients ordering the Oncotype DX assay. The GAP program was established to assist qualified patients to gain access to Oncotype DX and to help patients and physicians with the entire reimbursement process.

GAP is made up of dedicated professionals who advocate on a patient's behalf by working with physicians' offices and insurance companies to facilitate access to Oncotype DX. In addition, GAP provides various comprehensive financial assistance programs for patients with financial hardship, uninsured patients, and underinsured patients based on eligibility.

While GAP directly supports the patient, it also works with physicians' offices to provide individualized assistance and support with every claim. GAP services are available at physician or patient request, do not require pre-registration, and can be accessed at any time before, during, or after you have ordered the Oncotype DX assay.

## WoW Resource Center

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Genomic Health is prepared to bill insurance plans directly on behalf of insured patients in the U.S. whose physician orders an Oncotype DX assay. Genomic Health is pleased that, to date, the Oncotype DX Breast Cancer Assay has extensive reimbursement for over 90 percent of privately insured lives in the United States and Medicare beneficiaries.

Through GAP, the patient's physician can request a Benefits Investigation to confirm whether the patient's insurance plan is active and obtain available benefits information specific for Oncotype DX. Some insurers require a prior authorization before processing the patient's specimen; the GAP team can also help facilitate this process.

In the event that a payer denies an Oncotype DX claim, GAP representatives will identify the reasons and advocate on the patient's behalf. This practice may require the physician's office to provide specific medical records necessary to file an appeal.

GAP representatives are available to answer further questions and help you with ordering the Oncotype DX assay. For assistance, please call 866.ONCOTYPE (866.662.6897). For additional information, visit [www.OncotypeDX.com](http://www.OncotypeDX.com).

### [Genzyme Direct Response Program](#)

Genzyme Direct Response Program

This comprehensive collection of support services helps patients and providers with product ordering, adverse event reporting, clinical trial information, and reimbursement and patient assistance:

Campath: 1.877.422.4CAMPATH (1.877.422.6728)

Leukine: 1.888.4RX.LEUKINE (1.888.479.5385)

Clolar: 1.800.RX.CLOLAR (1.800.792.5652)

Fludara: 1.888.4FLUDARA (1.888.435.8327)

Mozobil: 1.877.4Mozobil (1.877.466.9624).

Call the numbers above specific to each product for the services listed below:

Product ordering. For next-day air delivery—select Option 1.

Adverse event reporting. To report an adverse event (infusion-related or otherwise)—select Option 2.

Medical information. For medical information including clinical trial information—select Option 2.

Reimbursement assistance. For access to specialists with expertise in public and private health insurance—select Option 3.

Patient assistance programs. To learn more about access to treatment for qualified patients who are uninsured and lack financial means—select Option 3.



## WoW Resource Center

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### [GSK Reimbursement Resource Center](#)

GSK Reimbursement Resource Center  
Monday–Friday, 9 am– 6 pm, ET  
Phone: 800.745.2967 or 800.699.3806  
Fax: 866.216.5292

#### CARES by GSK

GlaxoSmithKline is committed to helping patients gain access to our medications. We understand that the healthcare insurance system is often complex and confusing. The CARES by GSK program provides a variety of services to help patients and healthcare providers navigate this system. Benefits to enrolled patients include:

- Insurance coverage and benefits verification
- Enhanced delivery of medications
- Research into alternative funding options
- Patient connection to assistance programs

To enroll your patient today, call 1.888.663.4752. Live agents are available 8:30 am to 8:00 pm EST. You can also call and leave a message 24 hours a day.

#### GSK for You

GSK for You features information on programs to help people without prescription drug coverage to save on prescription medicines. The website features programs sponsored by GSK and those from other resources as well. If you have questions about GSK savings offers or any of the patient assistance programs featured on the GSK for You website (<http://www.gskforyou.com/>), call 866.GSK.FOR.U (1.866.475.3678). Trained staff members are available weekdays from 8 am to 6 pm EST to take your call.

#### GSK's Commitment to Access

Commitment to Access, GlaxoSmithKline's patient assistance program for oncology and specialty pharmacy medicines, provides GSK prescription medicines to eligible low-income patients with no third party prescription drug benefits except Medicare Part D and generic-only coverage. GlaxoSmithKline patient assistance programs provided medicines valued at over \$438 million (wholesale acquisition cost) to almost 415,000 patients during 2008. Patients with Medicare Part D coverage who qualify for Commitment to Access must submit proof that they have spent at least \$600 on prescription medications through the Medicare Part D Prescription Drug Plan each calendar year. For more information call 866.265.6491 or go to: <http://www.commitmenttoaccess.com>.

#### GSK's Bridges to Access

## WoW Resource Center

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Bridges to Access is GlaxoSmithKline's patient assistance program for non-oncology medicines. Bridges toAccess provides GSK prescription medicines to eligible low-income patients without prescription drug benefits. For more information call 866.728.4368 or go to: <http://www.bridgestoaccess.com>.

### [VELCADE® Reimbursement Assistance Program](#)

VELCADE® Reimbursement Assistance Program  
Monday–Friday, 9 am–7 pm, EST  
866.VELCADE  
866.835.2233

The VELCADE Reimbursement Assistance Program is a full-service hotline for health care providers, patients and caregivers. Reimbursement Specialists can verify health insurance coverage and eligibility; obtain pre-authorization; assess each patient's drug coverage; and clarify any co-payment obligations patients may have relative to VELCADE® (bortezomib) for Injection. In addition, coding and billing questions can be discussed with Reimbursement Specialists to facilitate appropriate payment for VELCADE and related services.

In cases where patients have insufficient health insurance coverage, Reimbursement Specialists will help determine if alternative funding sources for VELCADE are available. If no other sources of drug coverage can be identified, patients will be evaluated for the VELCADE Patient Assistance Program and if eligible, will receive VELCADE free of charge.

## WoW Resource Center

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### [Patient Assistance and Reimbursement Programs](#)

#### Patient Assistance and Reimbursement Programs

Reimbursement Hotline: 800.282.7630  
Patient Assistance Programs: 866.884.5906

Novartis is committed to providing access to our medications for those most in need. Through a variety of resources, including the Novartis Oncology Patient Assistance Program, the Novartis Oncology Reimbursement Hotline, and our support of independent Charitable Copay foundations, we have made a firm commitment to enable patients in need to access medicines.

Visit [www.novartisoncology.us](http://www.novartisoncology.us) for complete patient assistance, reimbursement, and clinical trial information.

### [Oncology Reimbursement Assistance Program: FirstRESOURCE](#)

Oncology Reimbursement Assistance Program: FirstRESOURCE  
Monday–Friday, 9:00 am–8:00 pm, EST  
Phone: 1.877.744.5675

Reimbursement assistance is available for all Pfizer oncology products, which include Aromasin® (exemestane tablets), Camptosar® (irinotecan HCl injection), Ellence® (epirubicin hydrochloride injection), Sutent (R) (sunitinib malate capsules) and additional oncology products.

For All FirstRESOURCE Services: Call 1-877-744-5675 (toll free) to reach a FirstRESOURCE counselor. If a counselor is not available, callers can leave a confidential message and calls will be returned within 1 business day. Assistance for non-English speaking individuals is available. FirstRESOURCE counselors will provide specific information on all services and program requirements.

### [PACT+](#)

#### Patient Assistance and Reimbursement Services

PACT+ is the reimbursement and product support program sponsored by sanofi-aventis that helps providers and patients access sanofi-aventis oncology products. Assistance offered by PACT+ includes:

Reimbursement services: Benefit verification and prior authorization; Claims management; Appeals assistance  
Patient assistance program (PAP and drug replacement)

Alternative services: Referrals to alternative support services such as co-pay assistance, cancer advocacy group support, other drug assistance programs, medical supplies and devices, cosmetic aids, utilities, transportation services, etc.

## WoW Resource Center

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PACT+ eligibility criteria include:

Submission of completed PACT+ application packet—signed by physician and patient.

Patient meets financial eligibility criteria (household income of < 500% FPL). (Proof of income is required.)

Patient must be a U.S. citizen or legal resident of the United States.

PACT+ Provider Portal

The PACT+ Provider Portal is a secure website accessible only to healthcare providers and reimbursement personnel who participate in the PACT+ program on behalf of needy patients. The provider portal offers improved workflow processes related to reimbursement and patient assistance program information, such as:

Online application submission

Secure messaging

PAP product shipment tracking

Centralized patient-related information, including patient history, alerts/reminders, insurance benefit summaries, attachments, and case history.

All PACT+ services are available anytime through [www.pactplusonline.com](http://www.pactplusonline.com) and reimbursement counselors are available at 800.996.6626 Monday through Friday from 9 am to 8 pm EST.

### [Reimbursement Assistance and Patient Assistance](#)

Reimbursement Assistance and Patient Assistance

TopoTarget is committed to supporting healthcare providers navigate the reimbursement landscape with assistance with the claim and appeal process, should one exist. For more information on reimbursement support, please call 877.456.4017.

Provider and Patient Education

Totect® Medical Hotline Totect is the first drug to gain approval from the FDA for the treatment of AEV. In addition, Totect has been granted orphan drug status by the FDA.

TopoTarget continues to provide unrestricted grants to the oncology healthcare community to help create awareness and prevention of AEV. In addition, in-service programs are recommended and performed when a treatment kit is purchased to alert staff of early detection and treatment should an AEV occur.

TopoTarget provides a Totect Medical Hotline staffed 24 hours a day, 7 days a week. If you have questions regarding Totect, please call 866.914.2922.

### **Resources for Cancer Survivors**

[Resources for Cancer Survivors.pdf](#)

[Cleaning for a Reason](#)

Housekeeping assistance for cancer patients.

### **Resources for Family Caregivers**

[The Family Caregiver](#)

The National Family Caregivers Association educates, supports, empowers and speaks up for the more than 65 million Americans who care for loved ones with a chronic illness or disability or the frailties of old age.

[Caregiving Resources.pdf](#)

Find hundreds of caregiving web sites and resources for insurance, training, respite, disease-specific information and medicare, etc. in this document.

[Be Smart - Be Well](#)

Be Smart. Be Well. is a health and wellness Web site designed to raise awareness of largely preventable health and safety issues. Explore engaging video stories about real family caregivers and family caregiving experts including Suzanne Mintz, president and co-founder of the National Family Caregivers Association. The videos highlight the highly personal and profound struggles of caregivers and how they can also bring families together. Other videos show how caregiver stress can take a heavy toll on the caregivers and ways to cope with the stress for your own health and well being.

[Care Central](#)

CareCentral is a personalized web service that allows users to create a private, secure online community for loved ones during significant health events. It is a free tool to update friends and family, organize and schedule offers to help, and encourage messages of hope, providing support when it is most needed.

[Care Pages](#)

CarePages are free, private web pages that make it easy to reach out and receive messages of support and to stay connected to family, friends, co-workers and others who care about you and your loved one. The service is available to anyone caring for a loved one, but may be particularly helpful to those who have recently found themselves in a care giving role.

[Elder Care.gov](#)

Eldercare Locator provides referrals to Area Agencies on Aging via zip code locations. Family caregivers can also find information about many eldercare issues and services available in local communities.

[Lotsa Helping Hands](#)

Lotsa Helping Hands is a free-of-charge online service for creating private caregiving coordination communities where family and friends can stay informed and more easily provide assistance and support to caregivers. The service features many communication and social networking tools, including the ability to easily store and retrieve vital medical, financial and contact information, convey medical updates, and post photos. In addition, the easy-to-use calendar is specifically designed for organizing helpers, where everyone can pitch in with meal deliveries, rides, visits, and other tasks.

## WoW Resource Center

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### [Senior Housing Locator](#)

NFCA Senior Housing Locator powered by SNAPforSeniors® is a current, comprehensive and objective resource of senior housing in the U.S. Users can also search and screen for Medicare-certified home healthcare providers in their area. Download checklists and tools to help assess senior housing and care options. Exchange ideas and join discussions by participating in Groups.

### [Rx Compare](#)

RxCompare™ is a free tool developed by Medicare Access for Patients-Rx (MAPRx) to help users determine if they need to enroll in a Medicare drug plan and, if they do, to systematically compare the drug plans where they live and select the best option for their prescription needs. RxCompare™ works in tandem with Medicare's on-line "Prescription Drug Plan Finder" and with information available from plans or 1-800-MEDICARE.

### [Video Caregiving](#)

A visual education tool for family caregivers of loved ones with Alzheimer's Disease, strokes or other physical disabilities. The site features exclusive documentary-style videos, created by a team of award-winning film producers, which follow real life people as real life stories and issues unfold. Here caregivers find tools to better understand and deal with their situation, and let them know that they are neither isolated nor alone in their struggle.

### [Medicare's Preventive Care Services](#)

This new educational pamphlet, Medicare's Preventive Care Services (PDF), contains information on free or low-cost preventive services and screenings as well as advice on managing cholesterol and ensuring heart health for you and your loved ones.

### [Caregiver Community Action Network](#)

In an effort to bring the NFCA's mission and support directly to family caregivers, a state network of dedicated volunteers has been created to provide vital information, education, and support.

### [Caregivers and Your Health: How to Manage Stress](#)

A guide to managing stress while caring for a loved one.

### [Family Caregivers & Chronic Illness](#)

A guide to caring for a loved one with a chronic illness.

### [Age-related Macular Degeneration \(AMD\)](#)

A guide to understanding and helping loved ones with AMD.

### [Caring for a Loved One with Dementia](#)

A guide to involving family members in the care of a loved one with Alzheimer's.

### [Caregiver Concerns at Different Stages of Alzheimer's](#)

Information for caregivers regarding the different stages of Alzheimer's.

### [Caring for a Loved One with Incontinence](#)

A guide to caring for a loved one with incontinence.

### [Caring for a Loved One with Hearing Loss](#)

A guide to caring for a loved one with hearing loss.

### [Advocating for a Loved One in Pain](#)

Pain management resources for loved ones dealing with chronic pain.

### [Depression in Caregivers](#)

Resources to help caregivers overcome depression.

### [Family Caregiving 101](#)

Resources to help family caregivers.