

Welcome to the Teva-Fingolimod Patient Care ProgramSM

Teva Canada is pleased to introduce the Teva-Fingolimod Patient Care ProgramSM. A Patient Care Specialist (PCS) will support patients starting Teva-Fingolimod therapy by offering financial reimbursement services and coordination of their First Dose Monitoring appointment.

If you have any questions about the Teva-Fingolimod Patient Care program, please contact the support desk at 1-855-868-7622, between 8 a.m. and 8 p.m. EST.

Additional information and program resources are available at [TevaCanada.com/Fingolimod-Support](https://www.TevaCanada.com/Fingolimod-Support).

Enrolling a new patient

Enrolling a new patient into the Teva-Fingolimod Patient Care Program is easy. Simply gather the patient's information and contact the support desk at 1-855-868-7622 OR fax the enrolment form to 1-855-212-7872.

The Teva-Fingolimod Patient Care Program requires the following patient information:

- Name
- Date of birth
- Address
- Phone number
- Email
- Private insurance coverage details
- Confirmation if First Dose Monitoring is required (this information may be obtained from the prescriber)

The enrolment process for a new patient usually takes 10 – 15 minutes. If insurance confirmation is needed, it may take 20 mins – 1 hour (varies by insurer).

Inform the patient that within one business day after you have either faxed the enrolment form or called the Teva-Fingolimod Patient Care Program line, a PCS will reach out to the patient with a welcome call to:

- Discuss insurance information and reimbursement navigation (what's covered, etc.)
- Confirmation of insurance coverage is required before discussing reimbursement
- If Special Authorization (SA) is required, the PCS will correspond with the patient's physician to acquire necessary information, then submits to insurer for approval

- Confirm patient's pharmacy of choice

Reminder! Be sure to get patient consent prior to enrolling the patient into the Teva-Fingolimod Patient Care program (verbal consent is acceptable). The PCS will also confirm verbal consent on the recorded phone call.

How do I know when insurance coverage for my patient is confirmed?

A patient information sheet is sent to the pharmacy after coverage is confirmed. The co-pay card is activated when the patient is enrolled. No follow-up is required unless changes are needed.

Financial Assistance/Co-Pay

The Teva-Fingolimod Patient Care Program provides reimbursement and financial assistance for enrolled patients.

How is the co-pay processed?

Once you have contacted the Teva-Fingolimod Patient Care Program support desk, a Patient Care Specialist will assign a virtual card to the patient to cover the co-pay for the first dose.

What is a virtual co-pay card?

The co-pay card is a virtual card that is activated when the patient is enrolled into the program and works like a 3rd party plan. The co-pay card is assigned to a specific patient that is enrolled in the program. The patient will not be responsible for presenting their card with each refill.

How is the pharmacist reimbursed?

Adjudication is similar to any other 3rd party private insurance plan.

First Dose Monitoring/Treatment

In addition to the initial assessment by the neurologist to determine that the patient is eligible to start therapy, the first dose of Teva-Fingolimod needs to be monitored in all patients.

First Dose Monitoring is a medical observation for a minimum of 6 hours that takes place in a clinic with a nurse and physician onsite. The patient is assessed prior to taking the first dose and ongoing observation, including ECGs and blood pressure measurements are done to observe and assess for any adverse events or reactions to the treatment as outlined in the Teva-Fingolimod product monograph.

If the patient successfully tolerates the first dose, their prescribing physician is informed, and the patient

can continue the drug. If the first dose is not tolerated, the prescribing physician is notified and will provide further direction to the patient.

The PCS will schedule the patient into the appropriate clinic once coverage/insurance is secured/confirmed (this varies from a few days to weeks after the welcome call).

When is first dose monitoring required?

First dose monitoring is required for:

- New patients starting Teva-Fingolimod treatment; or
- Patients restarting therapy after a dose interruption of 14 days or more

Prescription transfer

After first dose monitoring is completed, the program will arrange prescription transfer to the patient's pharmacy of choice. Patient care specialist will send referral documentation to patient pharmacy of choice to arrange Rx transfer.

What if my patient no longer wants to be in the program?

If patient no longer wants to be in the program or switches to another brand, the program will communicate this to the pharmacy (via fax) to inform them that virtual card has been terminated and the patient is discharged from program.

Adverse Reactions

Adverse events

When necessary, the Teva-Fingolimod Patient Care Program will collect patients' reports of adverse events and forward to the Teva Pharmacovigilance team.

Pregnancy Exposure

Patients that become pregnant while taking Teva-Fingolimod, and their health care practitioners are encouraged to report the event by calling Teva Canada Limited at 1-800-268-4127 ext. 3 or emailing druginfo@tevacanada.com.