

## Welcome to the Teva-Sunitinib Patient Care Program<sup>SM</sup>

### Program details for pharmacists

Teva Canada is pleased to introduce the Teva-Sunitinib Patient Care Program<sup>SM</sup>. A Patient Care Specialist will support patients starting Teva-Sunitinib therapy by helping navigate insurance and providing details on financial assistance that is available for Teva-Sunitinib.

**If you have any questions about the Teva-Sunitinib Patient Care Program<sup>SM</sup>, please contact the support desk:**

Phone: 1-877-211-5158 (Monday to Friday, 8 am – 8 pm EST)

Fax: 1-877-211-5161

Email: [info@SunitinibTevaCanada.com](mailto:info@SunitinibTevaCanada.com)

### Enrolling a new patient

Enrolling a new patient into the Teva-Sunitinib Patient Care Program<sup>SM</sup> is easy. Simply gather the patient's information and complete their enrolment through the [Pharmacy Enrolment Portal](#). Alternatively, you can contact the support desk at 1-877-211-5158 or send the completed enrolment form by fax to 1-877-211-5161 or email to [info@SunitinibTevaCanada.com](mailto:info@SunitinibTevaCanada.com).

The Teva-Sunitinib Patient Care Program<sup>SM</sup> requires the following patient information:

- Name
- Date of birth
- Address
- Phone number
- Email
- Private insurance coverage details

The enrolment process for a new patient usually takes 10 – 15 minutes. If insurance confirmation is needed, it may take 20 minutes – 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-Sunitinib Patient Care Program<sup>SM</sup> line, a Patient Care Specialist 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 Patient Care Specialist 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-Sunitinib Patient Care Program<sup>SM</sup>. The Patient Care Specialist 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. A virtual 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-Sunitinib Patient Care Program<sup>SM</sup> provides reimbursement and financial assistance for enrolled patients who are eligible.

### **How is the co-pay processed?**

Once you have contacted the Teva-Sunitinib Patient Care Program<sup>SM</sup> support desk, a Patient Care Specialist will assign a virtual card to the patient to help cover the co-pay.

### **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 3<sup>rd</sup> party private insurance plan.

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

If the 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.

**For further information on the administration of this product please consult the product monograph.**