

Sanofi strives to provide patients and healthcare professionals with the ability to have access to medication. Sanofi Patient Connection is a comprehensive program designed to assist patients and healthcare professionals with a wide variety of services such as:

- Patient Assistance
- Drug Replacement
- Insurance Verification
- Prior Authorization Assistance
- Claim/Denial and Appeal Assistance
- Coding and Billing Assistance
- Resource Connections

Counselors are available by phone Monday - Friday during the hours of 9 am – 8 pm EST at 888-847-4877.

## Patient Assistance

Sanofi Patient Connection is able to provide medication free of charge to patients who have no insurance coverage or who are considered to be functionally uninsured. In order to qualify:

- A completed application must be submitted to Sanofi Patient Connection by fax or mail.
- Patients must meet financial eligibility (annual household income of  $\leq 500\%$  of current Federal Poverty Level (FPL) for oncology products and  $\leq 250\%$  for all other eligible PAP products) and U.S. residency criteria.
- Assistance is available for future dates of service only.
- The prescribing physician's office will receive a supply of medication for each patient approved on program.

## Resource Connection

Sanofi Patient Connection is proud to offer a unique service called Resource Connection. By giving Sanofi Patient Connection permission to contact your patient, counselors will contact patients directly and work with both patients and providers to determine if there are alternative services available. Some examples of different types of resources we'll help identify are:

- Co-pay Assistance
- Prescription Savings Programs
- Nutritional Supplements
- Other Drug Assistance Programs
- Home Care Services
- Medical Supplies & Devices
- Cosmetic Aids (wigs, scarves, etc)
- Utilities
- Transportation
- Groceries & Food Banks
- Support Groups
- Patient Advocacy Groups
- Lodging

## Patient Assistance Eligibility Requirements

- The Sanofi Patient Connection enrollment form instruction sheet provides detailed guidance on program eligibility requirements
- A completed application packet is required to open a Sanofi Patient Connection case
  - Signed application, authorization and HIPAA forms
  - Both prescriber and patient signatures are required for PAP
  - The application instruction sheet provides guidance on information required for each type of Sanofi Patient Connection service
- Sanofi Patient Connection requirements to qualify for the free drug program
  - Household income for non-oncology products of  $\leq 250\%$  or oncology products  $\leq 500\%$  of the current Federal Poverty Limit
  - Required income documentation is listed in the instruction sheet (i.e. tax return, Social Security statement, etc.)
  - Patient must be a U.S. Citizen or U.S. Resident
  - The physician must be licensed and authorized to prescribe, dispense, and administer medicines in the U.S.
  - Patients requesting assistance for oncology products must have a cancer diagnosis to qualify for free drug through Sanofi Patient Connection

# Insurance Verification Services

One way that Sanofi Patient Connection can assist your practice is by conducting patient specific benefit verifications. Once a completed application is received, benefits will be verified within 2 business days. Sanofi Patient Connection counselors will gather the following information:

## Restrictions:

- Is Prior Authorization Required?
- Does the patient have treatment benefits based on their therapeutic area?
- Is there an annual cap?
- Is there a pre-existing condition?
- Does the patient have any Pharmacy Restrictions?

## Cost Share Information:

- Deductible
- Co-Payment or Co-Insurance
- Out of Pocket Requirement
- Lifetime Maximum

Having this information on hand enables your office to discuss the financial responsibility before treatment begins to allow the patient to plan ahead for costs and, if needed, to locate resources to assist with co-pays or deductibles.



## Claims Management and Appeal Assistance

Sanofi Patient Connection counselors have the necessary experience and background to review your claims prior to submission.

We can follow up on the status of an existing claim and assist providers in tracking underpaid or denied claims.

Sanofi Patient Connection counselors can also assist with the following:

- Verify and explain the appeals process
- Provide template letters of medical necessity and appeal
- Provide continued case follow-up
- Provide payer follow-up

## Coding and Billing Assistance

At Sanofi Patient Connection, we understand that coding and billing play an important role in providing access to patient prescribed therapy treatments.

- Sanofi Patient Connection provides coding and billing assistance for the Sanofi Patient Connection products and their respective regimens
- Certified professional Coders are available to assist with complex reimbursement questions

## Prior Authorization Assistance

- Prior Authorization requirements can vary based on payer and plan type. It has been our experience that often times offices are not aware if an authorization is required which can result in a denial. Sanofi Patient Connection counselors are able to identify plan-specific requirements.
- Sanofi Patient Connection counselors will obtain the Prior Authorization requirements. In the instance that additional information is needed, the Sanofi Patient Connection counselor will verify the necessary items to complete the authorization and communicate this back to your office.
- Sanofi Patient Connection counselors can contact the insurance company on your behalf and follow up on the prior authorization to verify the outcome.