



## Drug Reimbursement Hotlines

### Genentech, Inc.

Genentech Reimbursement Hotline  
Monday–Friday, 8 am–5 pm, PST  
800.530.3083

Reimbursement specialists provide information, counseling, and hands-on assistance for problems with reimbursement for Genentech products: Activase® (alteplase, recombinant), Avastin™ (bevacizumab), Herceptin® (Trastuzumab), Nutropin® [somatropin (r DNA origin) for injection], Nutropin AQ® (somatrem for injection), Nutropin AQ Pen™ Cartridge [somatropin (r DNA origin) injection], Rituxan™ (Rituximab), Tarceva® (erlotinib). Information regarding Genentech Access to Care Foundation, established to provide medically indicated products to patients who are uninsured and have limited financial resources, is also provided.

Avastin Patient Assistance Program  
Single Point of Contact (SPOC)  
Monday–Friday, 6 am–5 pm PST  
Phone: 888.249.4918  
Fax: 888.249.4919

The Avastin Patient Assistance Program is designed to limit the overall annual cost of Avastin for eligible patients receiving treatment for FDA-approved indications. Participation in the program provides a voluntary opportunity for physicians and eligible patients who reach an annual charge of 10,000 mg to receive free Avastin from Genentech for the remainder of the 12-month period. The program is open to all patients receiving Avastin (regardless of insurance coverage) with a household adjusted gross income of up to \$100,000. Patients must be receiving Avastin for an FDA-approved indication.

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Genentech BioOncology's SPOC provides timely, one-step reimbursement assistance. Oncology case managers will assist callers by: investigating

benefits for new patients and those changing insurance or facing open enrollment, assisting with prior authorizations, helping with appeals and coverage denials, searching for alternative coverage for patients, answering questions related to product reimbursement, and consulting on coding/billing issues. Financial services include uninsured patient programs.

Now available: information about co-pay assistance through independent public charities.