



Drug Reimbursement Hotlines

sanofi-aventis

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.

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 and reimbursement counselors are available at 800.996.6626 Monday through Friday from 9 am to 8 pm EST.