

Amgen, Inc.

www.amgen.com

Oncology-related products:

**Aranesp® (darbepoetin alfa),
Epogen® (epoetin alfa),
Neulasta® (pegfilgrastim),
Neupogen® (filgrastim),
Vectibix® (panitumumab)**



Introducing Amgen Assist™

Amgen is proud to introduce Amgen Assist™, your resource for online forms and answers to your reimbursement and patient financial assistance questions regarding Amgen products. Through Amgen Assist™ and our enhanced online service, you can now fill out, submit, and track reimbursement forms directly online. You can also speak to a dedicated Amgen Reimbursement Counselor by phone. Simply visit www.AmgenAssistOnline.com or call 1-888-4ASSIST for assistance with:

- Insurance verification
- Prior authorization
- Patient assistance program information
- Billing and claims processing support.

Amgen Assist™ Online

Amgen Assist™ online is a single destination for tools, forms, and information, making it easier to find the right program for each patient's unique needs. Visit www.AmgenAssistOnline.com and select our eService program to set up your personalized account. Once you register, you can visit your homepage anytime to:

- Fill out, submit, and track forms online*
- Manage your facility profile
- View status and results of requests
- View account history and current activity.

You can also find information about specific programs:

- Request coverage and reimbursement information for patients, with services to help guide you through insurance

verifications, prior authorizations, and claim inquiries

- Get co-pay support information for ways to help your qualifying patients pay for their co-pays through Amgen-supported programs or referrals to independent nonprofit co-pay foundations
- Apply for assistance for uninsured patients who may be eligible for Amgen medicines at no cost through The Safety Net Foundation

Amgen Assist™ by Phone

You can contact Amgen Assist™ by phone to request insurance verifications regarding Amgen products and for reimbursement and assistance information. (Available Mon.-Fri., 9 am–8 pm EST. After-hours calls are returned within 1 business day.)

Amgen Reimbursement Counselors

To ensure you receive consistent, reliable, and timely follow-up, you will be assigned a dedicated Amgen Reimbursement Counselor—a single point of contact with regional expertise responsible for coordinating all reimbursement activity for providers and patients. Your counselor will be available to assist with:

- Comprehensive insurance verifications
- Prior authorization support, when required by the insurance company
- Billing and claims processing support
- Claims review and tracking, when requested to assist status and payment tracking
- Appeals process research and status tracking, when prior authorizations or claims are denied
- General payer policy research
- Initiating recertification for patients continuing on therapy
- Identifying patient financial assistance programs, for those patients requiring financial assistance

In addition, counselors will be available upon request by providers to assist patients with: counseling to understand their insurance benefits and referrals to financial assistance programs.

Insurance Verification

You can now initiate insurance verification requests online, as well as track service requests and outcomes on a patient-specific level. You can also contact Amgen Assist™ by phone to request insurance verifications regarding Amgen products. Amgen Assist™ will help you:

- Verify patients' benefits and identify

insurer coverage guidelines

- Obtain prior authorization (PA) when needed. Amgen Assist™ staff will quickly research the patient's PA requirements to help you obtain authorization before treatment

Prior Authorization

Amgen Assist™ can help:

- Verify patients' benefits and coverage for Amgen products
- Assist with submitting PA requests
- Follow up with providers to ensure form requirements are met

Patient Assistance Programs

Amgen Assist™ can conduct initial assessments of eligibility. Applications for specific programs can then be forwarded to the patient. Patient assistance programs provide no-cost products or financial assistance to help uninsured or underinsured low-income patients get access to needed medicines.

No-cost Amgen products are provided through The Safety Net Foundation at:

www.amgen.com/citizenship/safetynet_foundation.html. Financial assistance for Amgen products is provided through independent third-party co-pay assistance foundations.

- Each program determines patient eligibility
- Income criteria vary by program. Some programs will provide assistance to patients with incomes as high as 4 times the federal poverty level

The Safety Net Foundation

The Safety Net Foundation for Amgen products at: www.amgen.com/citizenship/safetynet_foundation.html is a patient assistance program that can provide:

- Amgen product replacement to healthcare providers for qualifying patients
- Prescription coverage for Amgen products for qualifying patients

Once your qualifying patient is enrolled in the program, you will receive an application approval letter outlining the terms of eligibility. Enrolled healthcare providers or pharmacists can receive replacement products for patients enrolled in The Safety Net Foundation for up to one year. The Safety Net Foundation can be a resource for uninsured patients who are US residents, have limited financial resources, and meet income criteria. Depending on the product, patients apply for assistance either through a healthcare provider or directly with the foundation. Enrollment and confirmation take up to

Exclusive to the Digital Version—Information at Your Fingertips!

Certain products covered by the Safety Net Foundation require the patient's provider to facilitate patient enrollment. These products are administered by a provider in an outpatient setting and are part of the Foundation's product replacement program. Applicable products include:

- Aranesp®
- Epogen® (for dialysis use only)
- Neulasta®
- Neupogen®
- Vectibix®

Step 1.

To enroll in these products, the patient's healthcare provider must first complete a **Facility Application Form** (www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNet-FacilityApplicationForm.pdf) and be enrolled as a Safety Net Foundation facility. The Facility Application Form only needs to be completed once, regardless of the number of patients enrolled or how many products used.

Step 2.

Once enrolled, the provider will then complete and submit the **Patient Application Form** (www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNetPatientApplicationForm.pdf), along with the patient's signature and supporting income documentation. A Patient Application Form needs to be submitted for each patient per enrollment period. For providers new to The Safety Net Foundation, we recommend calling us to pre-assess patients prior to submitting the Patient Application Form. Foundation staff

can also pre-populate many portions of the Patient Application Form and send to the provider or patient for completion and signatures. **Patient Application Form Instructions** are also available online at: www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNetPatientApplicationFormInstructions.pdf

Step 3.

Additional forms that must be completed include:

- Product Request Forms—Replacement (www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNetReplacementProductRequestForm.pdf)
- Prescription Forms—Prospective (www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNetPrescriptionFormProspective.pdf)
- Product Adjustment Forms, if needed (www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNetProductAdjustmentForm.pdf)
- Attestation Forms, only used if proof of income documentation cannot be provided (www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNetAttestationForm.pdf)
- Notarized Income Statement Forms, only used if proof of income documentation cannot be provided (www.accc-cancer.org/publications/PAPforms/Amgen-SafetyNetNotarizedIncomeStatement.pdf)

To go to the digital version and link directly to all of the forms described above, log onto ACCC's website at: www.accc-cancer.org.



10 days after receipt of completed enrollment forms

Billing and Claims Processing Support

Amgen has more than 20 years of experience addressing coverage, coding, and payment issues regarding its products. Our reimbursement experts can provide timely answers to billing questions about Medicare, Medicaid, commercial insurers, and managed care.

Appeals Support

If an insurance claim is denied or underpaid, or if a prior authorization request is denied, our staff can work with insurers to help resolve the issues. We can also help physicians and patients understand

the payer and plan appeals process. Your Amgen Reimbursement Counselor can:

- Research a plan's appeal requirements and procedures
- Discuss the requirements and answer your questions to facilitate the appeals process
- Provide letters of medical necessity forms to help streamline the process

- Track the appeal status with the payer and provide updates and results.

Introductory Service Overview Calls

Amgen Assist™ staff is available for conference calls to introduce and explain Amgen Assist™ services and answer policy questions.

Teleconferences

Amgen Assist™ staff can conduct conference calls with offices across the country. During the call, Amgen Assist™ staff will review the program's services and answer policy questions specific to your geographic area.

Site Visits

Amgen Assist™ staff is available, on a limited basis and in appropriate instances, to visit providers and review coverage or payment policies for Amgen products.

Amgen Assist™ and Amgen Inc. do not guarantee success in obtaining reimbursement. Third-party payment for medical products and services is affected by numerous factors, not all of which can be anticipated or resolved by our Amgen Assist™ staff.
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