

## ASSISTANCE IN GAINING ACCESS TO TREATMENT

# UltraCare<sup>®</sup>

Ultragenyx is committed to patients with rare diseases, which is why we created UltraCare—your guide throughout your treatment journey.

### ULTRACARE WILL HELP YOU:

- Understand your insurance coverage
- Determine your eligibility for Financial Assistance and Patient Assistance Programs
- Access resources in the Patient Support Programs





## ULTRACARE GUIDES

Our UltraCare Guides are experienced professionals who can help you at every step of your treatment journey. They can directly answer your questions regarding treatment access and provide you with continued support.

Our guides have an average of 10 years of experience in patient advocacy, pharmaceutical reimbursement, and patient case management.

“ I want to make sure that patients and their families **have all the support they need** to access their treatment. ”

– **UltraCare Guide**

To learn more about our Patient Assistance Programs or to inquire about Patient Support Program availability in your area, please contact our UltraCare Guides at **1-888-756-8657**; option 1.

## IMPORTANT TERMS TO KNOW

### ALTERNATE COVERAGE SEARCH

An alternate coverage search may help identify insurance plans that provide better coverage of your medical needs.

### APPEAL

If your health insurer refuses to cover your treatment, you have the right to appeal the decision, or have it reviewed by a third party, called an Independent Review Entity (IRE).

### BENEFITS INVESTIGATION

A benefits investigation can determine the extent to which medications are covered by your insurance plan.

### COPAYMENT OR COINSURANCE

The part of a medical bill that you must pay after the insurance company pays their part.

### DEDUCTIBLE

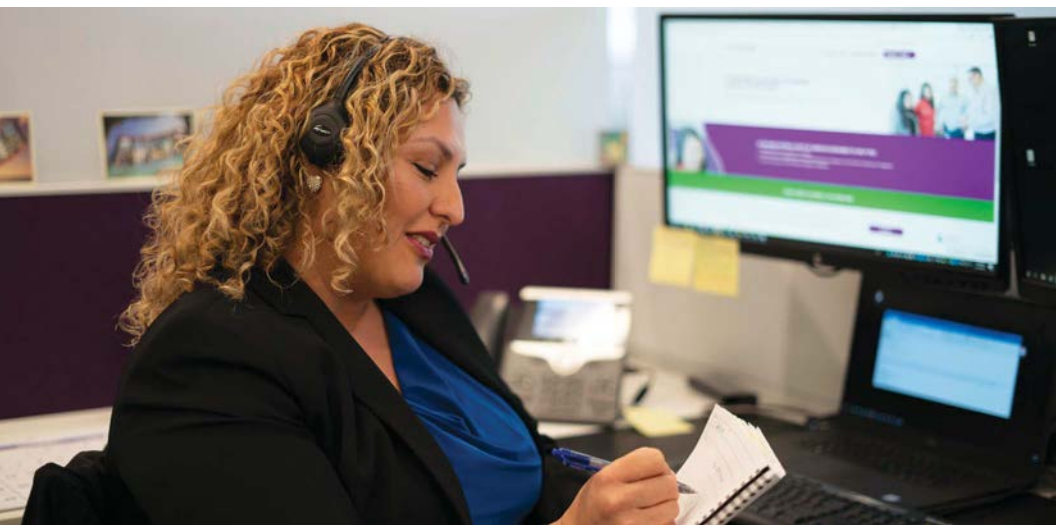
A fixed amount of money you have to pay before any benefits will be paid by your insurance company.

### MEDICAL NECESSITY

Reasonable, necessary, and/or appropriate treatment based on evidence-based clinical standards of care.

### PRIOR AUTHORIZATION

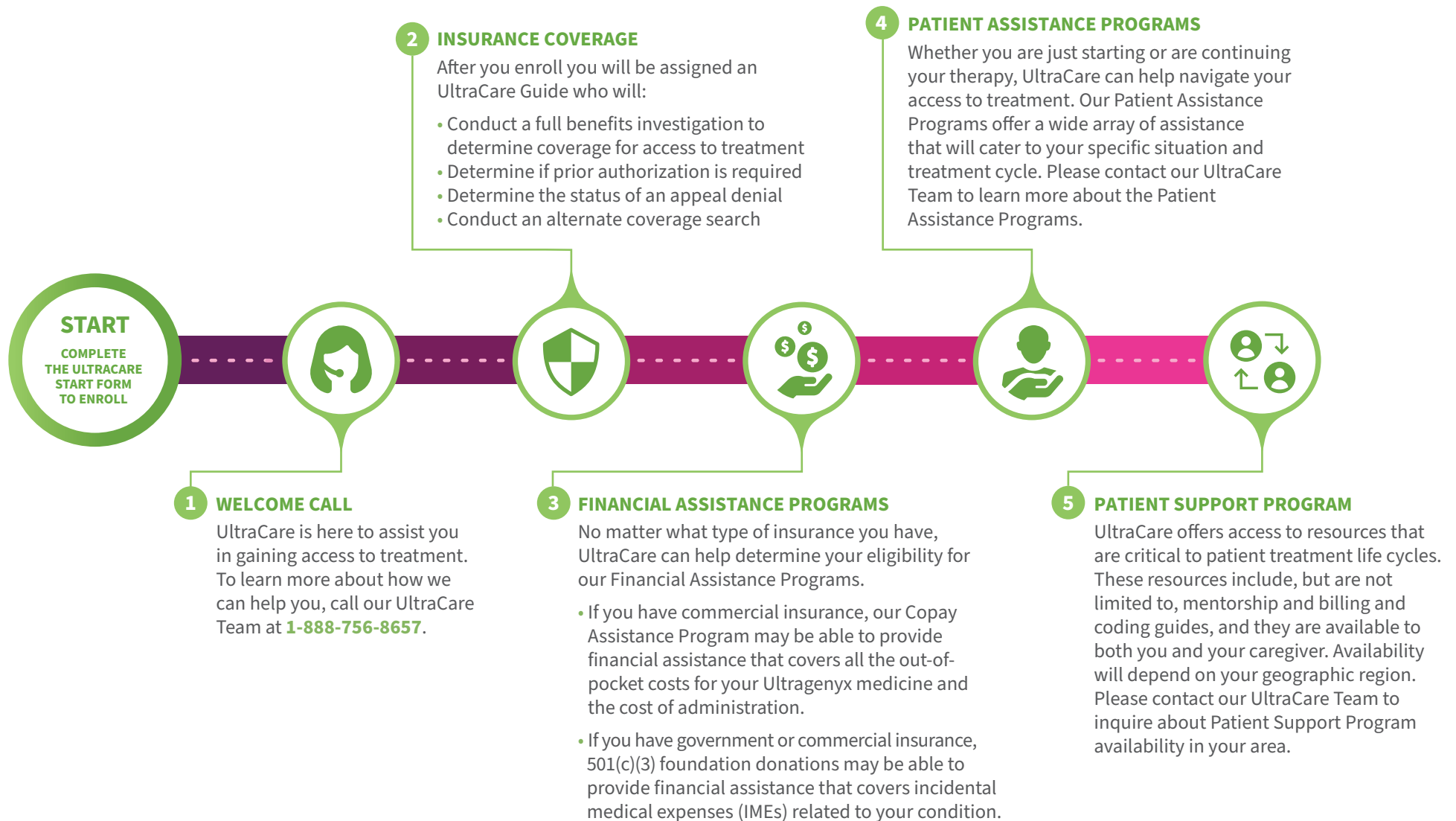
An approval that an insurer requires before it will cover your prescription. If a prior authorization is not completed, you may pay more for the medication, or it may not be covered.



## ULTRACARE PATIENT SERVICES:

# YOUR PATH TO TREATMENT ACCESS AND SUPPORT

Whether you are just starting or continuing your therapy, your **UltraCare Team** can help you navigate the road to treatment.





## ENROLL IN ULTRACARE

You will work with your doctor to enroll in UltraCare. Together, you will complete a Start Form, which your doctor will then submit to UltraCare Patient Services. Start Forms can be downloaded at **[UltraCareSupport.com](https://www.ultracaresupport.com)**.

You can also call our UltraCare Team at 1-888-756-8657; option 1, to learn more about the enrollment process and UltraCare Patient Services.

### CALL TODAY

If you are already enrolled in UltraCare, call your UltraCare Guide today at 1-888-756-8657; option 1. They can tailor their assistance to your unique needs.