ASSISTANCE IN GAINING ACCESS TO TREATMENT

Ultra**Care**®

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





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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 evidencebased 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.

2 INSURANCE COVERAGE

After you enroll you will be assigned an UltraCare Guide who will:

- Conduct a full benefits investigation to determine coverage for access to treatment
- Determine if prior authorization is required
- Determine the status of an appeal denial
- Conduct an alternate coverage search

PATIENT ASSISTANCE PROGRAMS

Whether you are just starting or are continuing your therapy, UltraCare can help navigate your access to treatment. Our Patient Assistance Programs offer a wide array of assistance that will cater to your specific situation and treatment cycle. Please contact our UltraCare Team to learn more about the Patient Assistance Programs.

WELCOME CALL

START

COMPLETE THE ULTRACARE

START FORM

UltraCare is here to assist you in gaining access to treatment. To learn more about how we can help you, call our UltraCare Team at **1-888-756-8657**.

FINANCIAL ASSISTANCE PROGRAMS

No matter what type of insurance you have, UltraCare can help determine your eligibility for our Financial Assistance Programs.

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- If you have commercial insurance, our Copay Assistance Program may be able to provide financial assistance that covers all the out-ofpocket costs for your Ultragenyx medicine and the cost of administration.
- If you have government or commercial insurance, 501(c)(3) foundation donations may be able to provide financial assistance that covers incidental medical expenses (IMEs) related to your condition.

5 PATIENT SUPPORT PROGRAM

UltraCare offers access to resources that are critical to patient treatment life cycles. These resources include, but are not limited to, mentorship and billing and coding guides, and they are available to both you and your caregiver. Availability will depend on your geographic region. Please contact our UltraCare Team to inquire about Patient Support Program availability in your area.

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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**.

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.