



Genentech
A Member of the Roche Group

PATIENT SUPPORT SERVICES

Helping patients understand
coverage and find financial
assistance programs

Supporting People Who Have Been Prescribed Genentech Medicines

Genentech's primary focus has been on developing breakthrough medicines for serious illnesses and on helping the people who need these medicines get them—**that's over 3.3 million eligible patients** over the last 27 years.

Genentech patient support services



For people who need help **understanding health insurance coverage and costs** related to Genentech medicines:

Genentech Access Solutions



For people who **do not have health insurance coverage or who have concerns about the cost** of their Genentech medicine and meet eligibility criteria:

Genentech Patient Foundation



For people who **have health insurance and can't afford** their Genentech medicine:

Affordability Options



For people who want **information and resources about a diagnosis and treatment** with a Genentech medicine:

Genentech Patient Education and Treatment Resources



The Genentech Patient Resource Center can help answer your questions and connect you to the right Genentech patient support service.

Call **(877) GENENTECH/(877) 436-3683** to get started.

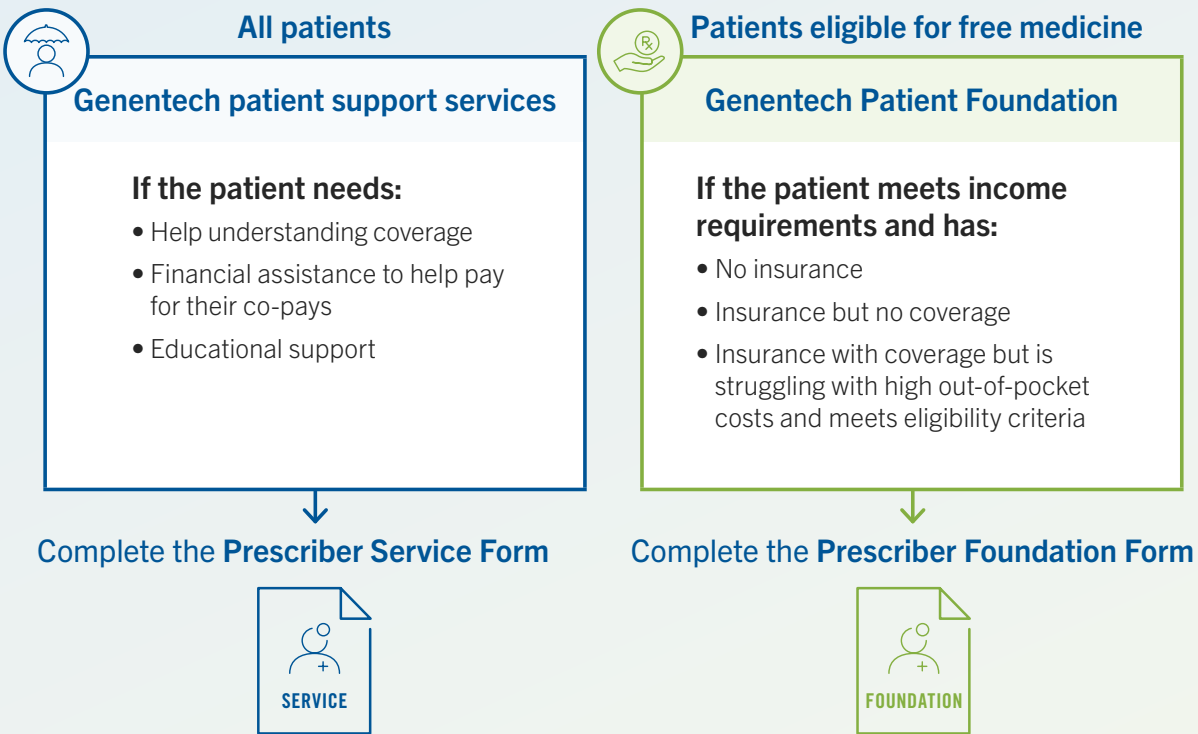
We offer support in many different languages.

Enrolling in Genentech Patient Support Services

PATIENTS always complete the Patient Consent Form



PRESCRIBERS choose a form based on specific patient needs



FINDING AND SUBMITTING THE FORMS

Be sure to submit the patient and prescriber forms together for fast and efficient processing.

| | Patient Consent Form | Prescriber Service Form | Prescriber Foundation Form |
|----------------------|---|--|--|
| Where to find | Genentech-Access.com/PatientConsent | Genentech-Access.com | GenentechPatientFoundation.com |
| How to submit | <ul style="list-style-type: none"> eSubmit My Patient Solutions® for Health Care Practices Fax Text a photo | <ul style="list-style-type: none"> Quick Enroll My Patient Solutions for Health Care Practices Fax | <ul style="list-style-type: none"> Quick Enroll My Patient Solutions for Health Care Practices Fax |

Genentech Access Solutions



Coverage and reimbursement support for patients and practices

At Genentech Access Solutions, we know it is a privilege to help patients. We are dedicated to helping ensure our medicines are accessible for the patients who have been prescribed them. We can help by providing:



Benefits investigations (BIs) and benefits reverification support



Prior authorization (PA) resources



Information about authorized specialty pharmacies and specialty distributors



Sample billing and coding information



Resources for denials and appeals



Referrals to financial assistance options



Our knowledgeable in-house Specialists are focused on assisting patients and practices who need access to our medicines.

Genentech Patient Foundation



Providing free Genentech medicine for eligible patients

Serious illnesses come with many challenges. Getting prescribed Genentech medicines shouldn't be one of them. If patients don't have health insurance coverage or have financial concerns and meet eligibility criteria, they may be able to get free medicine from the Genentech Patient Foundation.

Is My Patient Eligible?

Genentech Patient Foundation eligibility depends on your patients' health insurance and financial situation. They may qualify if they are in 1 of the 3 groups below.



1. "I have **no insurance.**"

For a household of 1 to 4 people, total yearly income is under \$150,000.



2. "I **have insurance**, but it doesn't cover my Genentech medicine."

- For households with more than 4 people, add \$25,000 to the yearly income limit for each additional person



3. "I **have insurance** that covers my Genentech medicine, but the out-of-pocket maximum set by my health insurance plan is more than 7.5% of my yearly income."

| Household size | Yearly income |
|-----------------|-----------------|
| 1 person | Under \$75,000 |
| 2 people | Under \$100,000 |
| 3 people | Under \$125,000 |
| 4 people | Under \$150,000 |

For households with more than 4 people, add \$25,000 to the yearly income limit for each additional person.

Not sure if your patient is eligible?

- Call **(888) 941-3331** to speak with a live Foundation Specialist
 - We offer support in many different languages
- Visit [GenentechPatientFoundation.com](https://www.genentech.com/patient-foundation) for more information

Genentech reserves the right to modify or discontinue the program at any time and to verify the accuracy of information submitted.

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This program is intended to assist patients who are living in the United States and are being treated by a US-licensed physician. We do not collect or require citizenship information.

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Affordability Options



Financial support for patient out-of-pocket costs

Patient out-of-pocket costs can be a barrier to treatment. We offer assistance options for a wide range of patient situations.

Genentech Co-pay Programs

Genentech co-pay programs provide financial assistance to eligible commercially insured patients to help with their co-pays, co-insurance or other out-of-pocket costs.

Eligible patients must have commercial insurance; must not have Medicare, Medicaid or other government insurance; and must meet other criteria. They must agree to the rules set forth in the terms and conditions for the program.



Visit [Genentech-pro.com](https://www.genentech-pro.com) or scan this QR code to learn more about the co-pay program for your patient's Genentech medicine.

Referrals to Independent Co-pay Assistance Foundations

For eligible patients with commercial or public health insurance, we offer referrals to independent co-pay assistance foundations.

To get started:



VISIT
[Genentech-Access.com](https://www.genentech-access.com)



CALL
(866) 4ACCESS/(866) 422-2377

Eligibility criteria apply. Not valid for patients using federal or state government programs to pay for their medicine and/or administration of their Genentech medicine. Patients must be taking the Genentech medicine for an FDA-approved indication. Please visit the Co-pay Program website for the full list of Terms and Conditions.

Independent co-pay assistance foundations have their own rules for eligibility. Genentech has no involvement or influence in independent foundation decision-making or eligibility criteria and does not know if a foundation will be able to help your patient. We can only refer your patient to a foundation that supports their disease state. Genentech does not endorse or show preference for any particular foundation. The foundations to which we refer your patient may not be the only ones that might be able to help.

Genentech Patient Education and Treatment Resources



Education and answers about Genentech medicines

We offer information and resources for people who would like to learn more about their Genentech medicines.



Genentech Patient Resource Center

We can help connect patients to the support they need. Call for answers and information about:

- General questions about Genentech medicines
- Acquiring, storing or administering Genentech medicines
- Financial support options and understanding health insurance coverage for Genentech medicines
- Connecting to educational programs and resources to support patients
- Product complaints or wastage
- Locating infusion or administration sites
- Connecting to in-person support from a Genentech representative
- Using Genentech online resources, including My Patient Solutions®



In-person patient education

For certain medicines, trained Genentech employees can offer live injection/administration training and additional clinical education to help ensure patients have the knowledge to follow their prescribed treatment, including:

- One-on-one meetings
- Personalized support



Patient ambassadors/local outreach programs

For certain medicines, patients get information and hear about experiences from others who are undergoing or have undergone treatment for a similar diagnosis, including:

- One-on-one meetings
- Local education sessions
- Group meetings



Educational support programs

For certain medicines, patients who would like to learn more about living with a diagnosis and treatment with a Genentech medicine can receive regular updates and tips via email or mail, which may include:

- Welcome kits
- Patient stories
- Treatment reminders

Note: Availability of programs may vary depending on the Genentech medicine. These resources are provided for informational purposes only and are not medical advice. Patients should consult their health care providers with any questions or concerns they may have regarding their diagnosis and treatment with a Genentech medicine.

WE ARE READY TO HELP

NEED LIVE SUPPORT?

Dedicated Genentech Specialists are available
Monday through Friday, from 6 a.m.—5 p.m. PT via:



Messaging through My Patient Solutions®



Phone at **(877) GENENTECH**/(877) 436-3683
We offer support in many different languages.

NEED MORE INFORMATION ON ACCESS SERVICES AND PROGRAMS?



Visit [Genentech-Pro.com](https://www.genentech-pro.com)