ASSISTANCE IN GAINING ACCESS TO TREATMENT

UltraCare®

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







MEET OUR SUPPORT TEAM

ULTRACARE GUIDES

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.

PATIENT ACCESS LIAISONS

Patient Access Liaisons help you at every touchpoint to access sites and coverage for your treatment. They are here to help you with any logistical challenges you may encounter while finding treatment.

CLINICAL ENGAGEMENT LIAISONS

Clinical Engagement Liaisons can be requested by physicians for patients with long-chain fatty acid oxidation disorders (LC-FAOD) to help you start and stay on track with your treatment. They can answer questions about the condition for which you're being treated and your medication and help you follow guidance from your doctor.

VISIT <u>ULTRACARESUPPORT.COM</u>
TO MEET OUR FULL SUPPORT TEAM.

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.



1 WELCOME CALL

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.

- If you have commercial insurance, our Copay Assistance program
 may be able to provide financial assistance that covers your
 out-of-pocket costs for your Ultragenyx medicine and the cost of
 administration. Patients must meet the Ultragenyx criteria
- If you have government or commercial insurance, 501(c)(3) foundations donations may be able to provide financial assistance that covers incidental medical expenses (IMEs) related to your disease. Interested patients will work with the 501(c)(3) foundations directly to secure their funds

The Copay Assistance program is intended to benefit the patient by providing assistance with patient financial obligations in order to access therapy. In the event the full benefit of such assistance does not accrue to the patient, Ultragenyx reserves the right, in its sole discretion, to modify or terminate the provision of assistance. The Ultragenyx Copay Assistance program can be modified or terminated for any reason at any time.

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.



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 <u>UltraCareSupport.com</u>.

VISIT OR CALL TODAY

To learn more about our Patient Support Program, please visit **UltraCareSupport.com**

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.