

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 [ULTRACARESUPPORT.COM](https://www.ultracaresupport.com)
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.

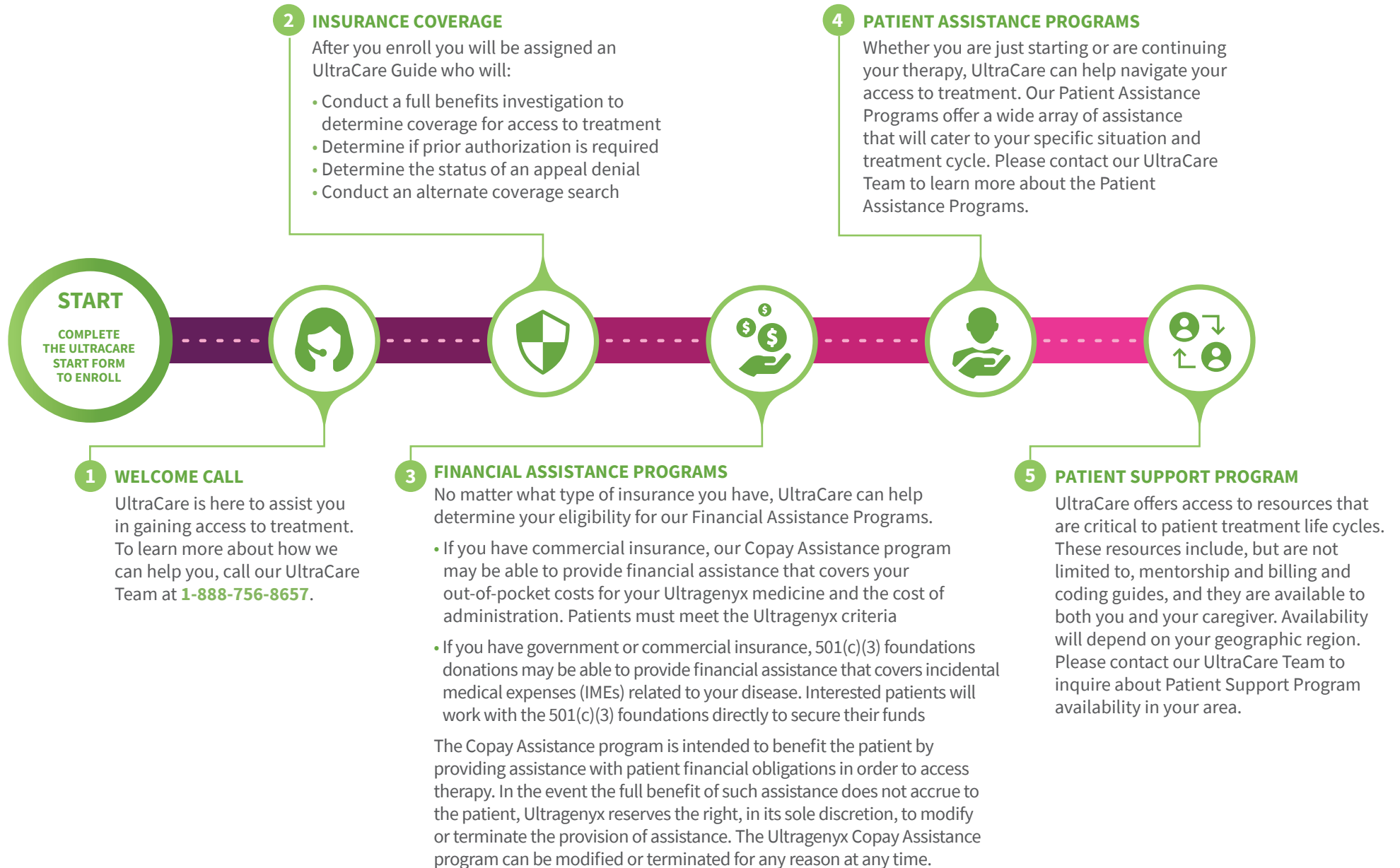
PRIOR AUTHORIZATION

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.





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.ultracare.com/ultracare-support).

VISIT OR CALL TODAY

To learn more about our Patient Support Program, please visit [UltraCareSupport.com](https://www.ultracare.com/ultracare-support)

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.