



MEET OUR SUPPORT TEAM*

GENE THERAPY GUIDES

UltraCare Gene Therapy Guides are experienced professionals who can help you along your gene therapy journey. They can directly answer your questions regarding treatment access, help you navigate any logistical challenges you may encounter while preparing for treatment, help you follow guidance from your medical provider, and provide post-infusion educational support.

CLINICAL ENGAGEMENT LIAISONS

Depending on their prescribed gene therapy, some patients may also interact with a Clinical Engagement Liaison (CEL). CELs are a dedicated team of knowledgeable professionals committed to supporting patient care efforts with implementing and adhering to their clinical teams' protocols.

*Your UltraCare Support Team and UltraCare resources will be specific to your gene therapy.

VISIT [ULTRACARESUPPORT.COM](https://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 alternative coverage of your Ultragenyx gene therapy.

APPEAL

If your health insurer denies coverage for 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.

QUALIFIED TREATMENT CENTER

A qualified treatment center (QTC) is an independently owned and operated facility that has been trained to administer your gene therapy.



UltraCare®

ASSISTANCE IN GAINING ACCESS TO GENE THERAPY

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

ULTRACARE GENE THERAPY GUIDES WILL HELP YOU:

Understand
insurance
coverage

Determine your
eligibility for financial
assistance and travel
assistance support

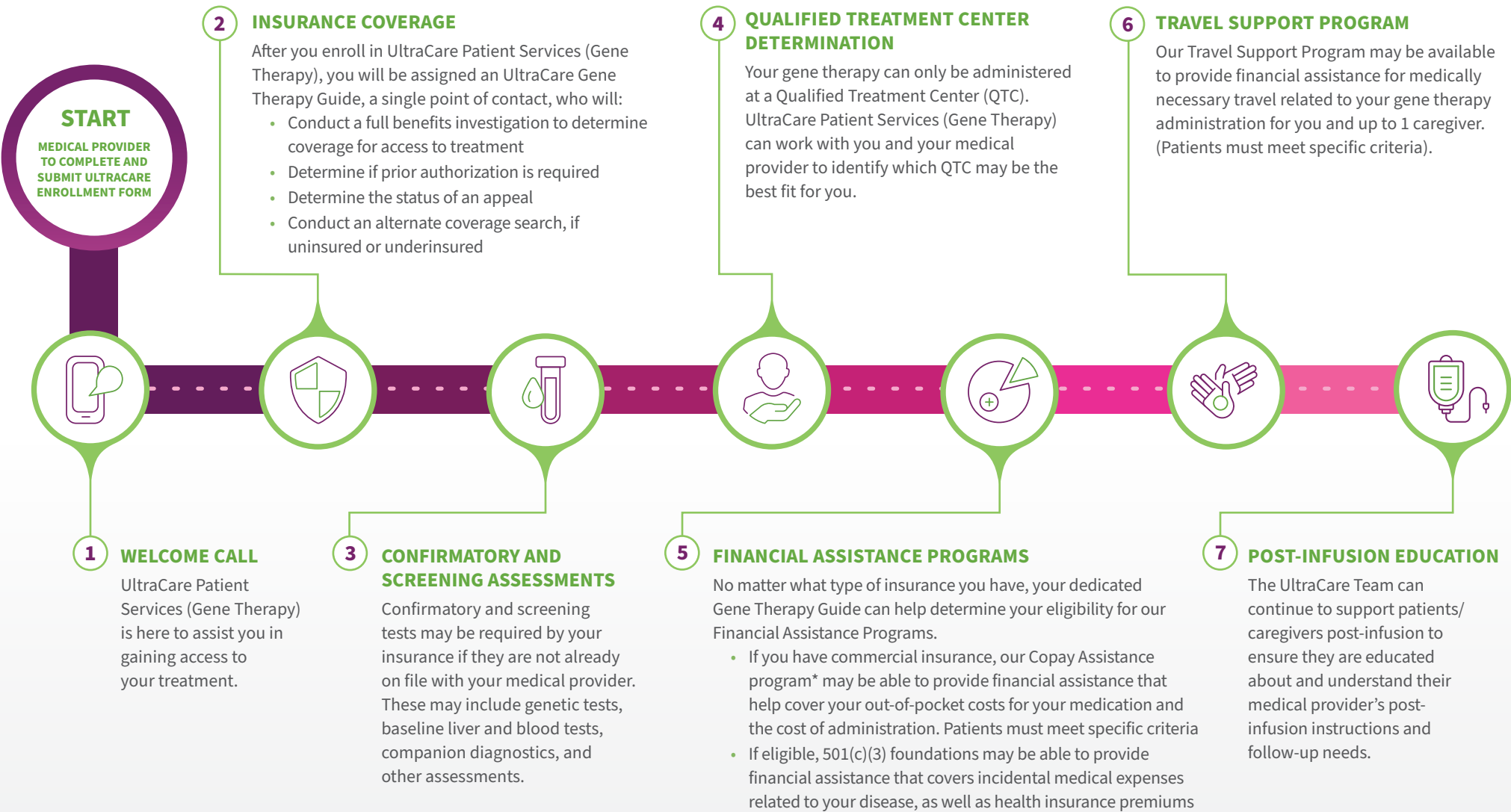
Access
available
resources

ultragenyx

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MRCP-UGNX-00372 August 2026

YOUR PATH TO GENE THERAPY ACCESS AND SUPPORT

The road to gene therapy may seem challenging, but your **UltraCare Team** is here to help you navigate it.



ENROLL INTO ULTRACARE PATIENT SERVICES (GENE THERAPY)

You will work with your medical provider to enroll in UltraCare Patient Services (Gene Therapy). Together, you will complete an Enrollment Form, which your medical provider will then submit to UltraCare Gene Therapy Patient Services. This is an optional program. Enrollment into UltraCare Patient Services (Gene Therapy) is required to access the programs referenced on the left.

CALL TODAY

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

To learn more about our Patient Support Program, please visit **ULTRACARESUPPORT.COM**.



To learn more about how we can help you, call our UltraCare team at **1-888-756-8657**.

*The Ultragenyx 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.