

Welcome to the Teva-Teriparatide Patient Care ProgramSM

Teva Canada is pleased to introduce the Teva-Teriparatide Patient Care ProgramSM. A case manager will support patients starting [®]Teva-Teriparatide therapy by offering financial reimbursement services and injection training.

If you have any questions about the Teva-Teriparatide Patient Care ProgramSM, please contact the support desk at **1.877.445.6984** 8 a.m. and 8 p.m. EST.

Additional information and program resources are available at TevaCanada.com/Teriparatide-Support.

Enrolling a new patient

Enrolling a new patient into the Teva-Teriparatide Patient Care ProgramSM is easy. Simply gather the patient's information and contact the support desk **1.877.445.6984**. Alternatively, you can send the enrolment form by fax to **1.833.377.0557** or email to Teriparatidepatientcare@teva-canada.com.

The Teva-Teriparatide Patient Care ProgramSM requires the following patient information:

- Name
- Date of birth
- Address
- Phone number
- Email
- Private insurance coverage details
- Confirmation if the patient requires injection training

The enrolment process for a new patient usually takes 10 – 15 minutes. If insurance confirmation is needed, it may take 20 minutes – 1 hour (varies by insurer).

Inform the patient that within one business day after you have either faxed the enrolment form or called the Teva-Teriparatide Patient Care ProgramSM line, a case manager will reach out to the patient with a welcome call to:

- Discuss insurance information and reimbursement navigation (what's covered, etc.)
- Confirmation of insurance coverage is required before discussing reimbursement
- If Special Authorization (SA) is required, the PCS will correspond with the patient's physician to acquire necessary information, then submits to insurer for approval
- Confirm patient's pharmacy of choice

Reminder! Be sure to get patient consent prior to enrolling the patient into the Teva-Teriparatide Patient Care ProgramSM (verbal consent is acceptable). The PCS will also confirm verbal consent on the recorded phone call.

How do I know when insurance coverage for my patient is confirmed?

A patient information sheet is sent to the pharmacy after coverage is confirmed. The co-pay card is activated when the patient is enrolled. No follow-up is required unless changes are needed.

Financial Assistance/Co-Pay

The Teva-Teriparatide Patient Care ProgramSM provides reimbursement and financial assistance for enrolled patients.

How is the co-pay processed?

Once you have contacted the Teva-Teriparatide Patient Care ProgramSM support desk, a case manager will assign a virtual card to the patient to cover the co-pay.

What is a virtual co-pay card?

The co-pay card is a virtual card that is activated when the patient is enrolled into the program and works like a 3rd party plan. The co-pay card is assigned to a specific patient that is enrolled in the program. The patient will not be responsible for presenting their card with each refill.

How is the pharmacist reimbursed?

Adjudication is similar to any other 3rd party private insurance plan.

Injection Training

Who requires injection training?

[¶]Teva-Teriparatide should be administered as a subcutaneous injection into the thigh or abdominal wall. The recommended dosage is 20 mcg once a day. Injection training is available to new and existing patients to ensure that the patient is self-administering the medication effectively. The Teva-Teriparatide Patient Care ProgramSM provides injection training by registered nurse at home, virtually or at a qualified pharmacy.

For further information on the administration of this product please consult the product monograph.

How is the injection training scheduled?

A case manager will coordinate the injection training provided by a registered nurse at either at the patient's home, virtually or a qualified pharmacy based on the patient's preference.

Prescription transfer

After first dose monitoring is completed, the program will arrange prescription transfer to the patient's pharmacy of choice. The case manager will send referral documentation to patient pharmacy of choice to arrange Rx transfer.

What if my patient no longer wants to be in the program?

If patient no longer wants to be in the program or switches to another brand, the program will communicate this to the pharmacy (via fax) to inform them that virtual card has been terminated and the patient is discharged from program.

Adverse Reactions

Adverse events

When necessary, the Teva-Teriparatide Patient Care ProgramSM will collect patients' reports of adverse events and forward to the Teva Pharmacovigilance team.