

Welcome to the Octreotide Patient Care ProgramSM

Program details and how it works

Teva Canada is pleased to introduce the Octreotide Patient Care ProgramSM. A case manager will support patients starting ^{Pr}Octreotide for Injectable Suspension therapy by offering reimbursement navigation, financial assistance/copay support and injection administration by a trained healthcare professional.

If you have any questions about the Octreotide Patient Care ProgramSM, please contact the support desk:

Phone: 1.877.445.6984 (Monday to Friday, 8 am – 8 pm EST)

Fax: 1.833.377.0557

Email: Octreotidepatientcare@teva-canada.com

Enrolling a new patient

Enrolling a new patient into the Octreotide 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 Octreotidepatientcare@teva-canada.com

The Octreotide Patient Care ProgramSM requires the following patient information:

- Name
- Date of birth
- Address
- Phone number
- Email
- Private insurance coverage details

^{Pr}Octreotide for Injectable Suspension therapy must be administered by a trained healthcare professional only.

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 Octreotide 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 case manager will correspond with the patient's physician to acquire necessary information, then submits to insurer for approval
- Confirm date, time and location for injection administration. *Refer to "Injection Administration" section on next page for additional information.*

Reminder! Be sure to get patient consent prior to enrolling the patient into the Octreotide Patient Care ProgramSM (verbal consent is acceptable). The case manager 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 Octreotide Patient Care ProgramSM provides reimbursement and financial assistance for enrolled patients.

How is the co-pay processed?

Once you have contacted the Octreotide 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 an eligible 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 Administration

Octreotide for Injectable Suspension must be administered intragluteally at 4-week intervals by a trained healthcare professional only.

Octreotide for Injectable Suspension must be stored at 2 to 8 °C. Keep vial in the outer carton in order to protect it from light. The vials can remain at room temperature on the day of the injection. However, the suspension must only be prepared immediately prior to intramuscular (i.m.) injection.

If a patient is picking up their prescription at the pharmacy, a waiver acknowledging the patient understands the requirements for storing product and maintain temperature control must be completed. The waiver will be provided by the case manager. Alternatively, it will come from the Injection Nurse afterward to confirm that no temperature excursion has occurred.

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

How is the injection administration scheduled?

A case manager will coordinate the injection services with the patient. Injections will be scheduled in a clinic and administered by a nurse.

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

If a 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 Octreotide Patient Care ProgramSM will collect patient reports of adverse events and forward to the Teva Pharmacovigilance team.