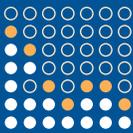


Hepatitis C Care Management Program FAQ



Spectra Labs Performs Hepatitis C Diagnostic Testing

Spectra Labs performs screening tests to diagnose the presence of the Hepatitis C virus, anti-HCV with reflex to confirmation (RNA by PCR). If virus is detected, patient will need to be evaluated for contraindications. The algorithm will be needed for further characterization.



Order Algorithm For Patients Without Contraindications

Spectra Labs further identifies virus genotype (subtype) and co-morbidities to characterize disease involvement in the patient. You will be provided with an informational packet including specific patient treatment considerations and options.



Review Medical History, Evaluate Labs & Inform Patient of Treatment Options

Upon reviewing the packet, discuss the disease workup and treatment options with your patient. For patients with genotype 1 or 4 and no contraindications, review the benefits of treatment through the Hepatitis C Care Management Program. If your patient consents, please provide them the follow-up card included in the informational packet.



Send Zepatier Prescription to Fresenius Rx-Florida

Once prescription is received by FreseniusRx, the Hepatitis C Care Coordination Team (CCT) will reach out to your patient to introduce the program and determine patient's benefits. They will provide support for prior authorizations and independent financial assistance programs, as needed.



Care Coordination Team Supports Treatment

During treatment cycle, the CCT will provide medication adherence, drug interaction and side effect monitoring to patients. Additionally, the CCT will communicate progress of medication therapy and viral response to the rounding nephrologist.

Hepatitis C Care Coordination Support

■ Benefit Verification

Once FreseniusRx has received and documented the prescription order, we will investigate your patient's pharmacy benefits.

- Identify patient's insurance.
- Adjudicate pharmacy claim.
- Contact the patient for consent to fill and program counseling.

If the patient must use a specific pharmacy, we will contact the patient to send the prescription to the chosen pharmacy.

■ Prior Authorization

If a prior authorization (PA) is needed, FreseniusRx will assist in expediting the approval.

- Identify the correct PA form.
- Review of patient's lab values and PA requirements by Renal Certified Specialist RPh.
- Complete fax coversheet outlining next steps for prescriber to complete PA.
- Send PA form to clinic or prescriber for completion. Prescriber reviews and completes PA form and faxes to insurance.

FreseniusRx will follow-up with the patient's insurance provider to ensure the PA paperwork has been received. If not, we will work with the clinic to get the form completed and sent. If the claim is approved, FreseniusRx will contact the patient for consent to fill and program counseling.

If the claim is denied, the pharmacy will email the clinic a template for appeal to pursue treatment for the patient.

- Prescriber reviews appeal template and adds appropriate medical necessity information.
- Clinic staff/prescriber faxes appeal to insurance.
- Insurance provider will notify patient and prescriber if therapy is approved.

■ Clinical Support

Upon approval, your patient will receive a call welcoming them to the program. During this call, FreseniusRx will explain the details and benefits of the Hepatitis C Care Management program.

- We will obtain the patient's pharmacy choice and fill authorization consent.
- We will review your patient's copay and personal information, including verification of shipping address.
- The pharmacy will schedule shipment and confirm with your patient the date to begin treatment.
- A renal specialist pharmacist will conduct a DUR and medication review.

At the time of each refill, FreseniusRx will call your patient to review adherence and:

- Obtain authorization to fill and ship prescription.
- Confirm shipping address.
- Provide copay information.
- Counsel based on adherence and any adverse effects.

Once your patient has completed therapy, FreseniusRx will call to confirm completion, review next steps and provide any additional counseling or answer questions. Your patient can expect to have labs drawn 12 weeks after completion of therapy.