

AAA PatientCONNECT™ CONNECTING PATIENTS WITH **THE RIGHT SUPPORT AT THE RIGHT TIME**



Look inside for more information about our integrated, patient-centered support, including:



3-step patient enrollment



Product ordering



Insurance benefits verification
and prior authorization information



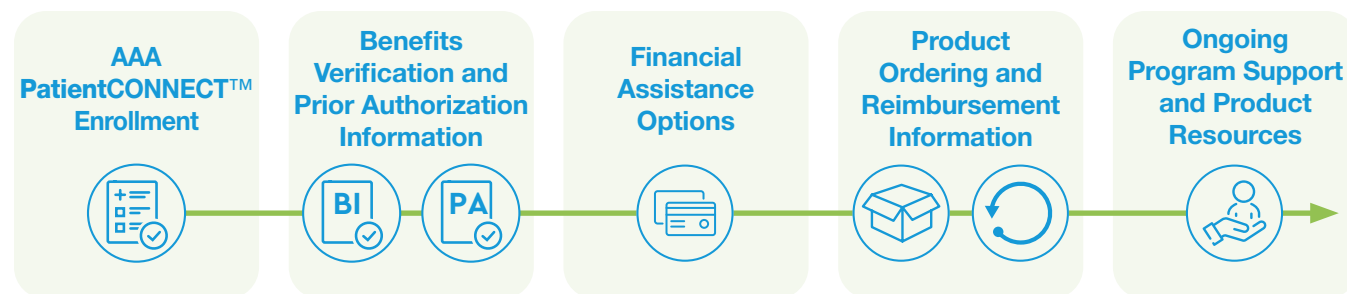
Reimbursement information



Financial assistance options

WHAT IS AAA PatientCONNECT™?

AAA PatientCONNECT™ is a patient-centric support program from Advanced Accelerator Applications (AAA) committed to delivering assistance for eligible patients



CONNECT TO LEARN MORE

AAA PatientCONNECT™ Patient Navigators are available for live support and additional education. Call **1-844-638-7222**, Monday through Friday from 8:00 AM to 8:00 PM ET, or visit www.aapatientconnect.com to learn more.

ENROLLING PATIENTS IN AAA PatientCONNECT™



AAA PatientCONNECT™ starts with you and your patient

Support begins when patients enroll in the program.

AAA PatientCONNECT™ patient enrollment in 3 simple steps

STEP 1 CHOOSE HOW TO ENROLL PATIENTS

Complete AAA PatientCONNECT™ enrollment online by visiting www.aapatientconnect.com to access the AAA PatientCONNECT™ portal or download the enrollment form. You can also speak with a AAA PatientCONNECT™ Patient Navigator at **1-844-638-7222**, Monday through Friday from 8:00 AM to 8:00 PM ET.

STEP 2 COMPLETE FORM, CAPTURE CONSENT, AND SUBMIT

Fill out all required sections of the enrollment form with the patient. Ensure you and the patient both sign the form to capture enrollment consent.

Submit the completed and signed enrollment form via portal or paper.

For portal enrollment, submit the completed enrollment form via the portal at www.aapatientconnect.com. For paper enrollment, fax the completed enrollment form to AAA PatientCONNECT™ at **1-844-638-7329**.

Incomplete forms may cause delays to the patient's treatment. That's why AAA PatientCONNECT™ will contact you to request any missing signatures via an online process.

STEP 3 CONNECT WITH YOUR PATIENT NAVIGATOR

A dedicated AAA PatientCONNECT™ Patient Navigator will connect with you and the patient to confirm program enrollment and provide additional information about program options that match the patient's treatment plan.

AAA PatientCONNECT™

HELPING PATIENTS UNDERSTAND ACCESS AND COVERAGE

Dedicated assistance from a AAA PatientCONNECT™ Patient Navigator is available to help with patient access and support, including:



Benefits
verification



Prior
authorization
information



Financial
assistance
options



PROGRAM ENROLLMENT IS YOUR FIRST STEP

AAA PatientCONNECT™ program enrollment is the first step in accessing comprehensive support services to help patients with coverage, affordability, and treatment needs.

HELPING PATIENTS WITH AFFORDABILITY AND CO-PAY ASSISTANCE

Co-pay assistance is available for patients with commercial or private insurance

We understand that patient affordability is a key concern for you and your patients. That's why AAA PatientCONNECT™ offers co-pay assistance for eligible patients with commercial or private insurance (ie, through an employer or purchased individually). Patients with government insurance (eg, Medicare, Medicaid) are ineligible for co-pay assistance.



CO-PAY ASSISTANCE STARTS WITH ENROLLMENT

Patients are considered for co-pay assistance eligibility when they enroll in AAA PatientCONNECT™. Ensure patients have a completed and signed enrollment form on file with AAA PatientCONNECT™ to activate assessment for co-pay assistance eligibility.



To complete and submit an enrollment form, visit www.aaapatientconnect.com and access the AAA PatientCONNECT™ portal or download the enrollment form

Additional affordability assistance may be available

To find out if patients are eligible for co-pay or other affordability assistance, call a dedicated AAA PatientCONNECT™ Patient Navigator at **1-844-638-7222**, Monday through Friday from 8:00 AM to 8:00 PM ET.

Patients must be enrolled in AAA PatientCONNECT™ to be considered for financial assistance.

UNDERSTANDING THE AAA ORDERING AND REIMBURSEMENT PROCESSES

Product ordering and reimbursement information are integrated within AAA PatientCONNECT™



PRODUCT ORDERING

Choose the product ordering method that best fits your practice.

OPTION 1

ORDERING THROUGH THE ONLINE PORTAL






The preferred ordering method of AAA

-  Place your orders directly into our easy-to-use electronic system by going to www.aaapatientconnect.com and accessing the portal
-  For ordering questions and live support, call **1-844-367-3222**

OPTION 2

AAA CUSTOMER SERVICE

Alternatively, you can place your order through AAA Customer Service

-  Orders must be placed using an approved order form, located at www.aaapatientconnect.com
-  Calibration days are Monday to Friday (Wednesday to Friday for Hawaii)
-  You can email your completed order form to orders-US.AAA@novartis.com or fax it to **1-973-272-1112**
-  AAA does not guarantee a requested product calibration time until the customer receives an email confirmation from AAA
-  Orders should be placed by the Tuesday 2 weeks prior to day of administration



24-hour order confirmation




- An order confirmation will be sent via your preferred contact method within 24 hours of placing an order
- Please ensure that **adacap.com** and **novartis.com** email addresses are not blocked by your email service



Cancellation and returns

- Orders may be canceled up to 10 days before the product calibration time at no charge
- Unused doses may be returned to AAA in accordance with the *Product Returns Policy* set forth in the Product Purchase Agreement
- For more information on cancellation and returns, please call **1-844-367-3222**

REIMBURSEMENT PROCESS

-  Reimbursement process begins following treatment
-  Your patient's injection facility will work with the insurance company for proper billing needs and will send an Explanation of Benefits (EOB) to AAA
-  AAA reviews the EOB and billing and notifies you for final reimbursement








THE PREFERRED ORDERING METHOD OF AAA

AAA wants to help simplify ordering a patient's treatment through an integrated process within AAA PatientCONNECT™. Submit your orders through our online portal, the preferred ordering method of AAA, at www.aaapatientconnect.com or call **1-844-367-3222** for live ordering support.

INTEGRATED, PATIENT-CENTERED SUPPORT FROM AAA **PatientCONNECT™**

AAA PatientCONNECT™ is a patient-centric support program committed to delivering assistance for eligible patients

AAA PatientCONNECT™ Patient Navigators provide dedicated support including:

-  Benefits verification
-  Product ordering
-  Prior authorization information
-  Reimbursement information
-  Financial assistance options



FOR MORE INFORMATION, CONTACT AAA PatientCONNECT™

Call **1-844-638-7222**, fax enrollment forms to **1-844-638-7329**,
or visit www.aaapatientconnect.com to learn more on how to
enroll your patients today.