



**Novartis  
Patient Support**  
A Resource for  
Health Care Professionals



# A dedicated team for you and your patients

Look inside for more information about:



Enrollment



Insurance  
Support



Financial  
Support



Product  
Acquisition



Coding & Billing  
Support





# What Is Novartis Patient Support™?



A comprehensive support program designed to help your patients start and stay on treatment, including:

Insurance  
Support



Financial  
Support



Product  
Acquisition



Coding & Billing  
Support



**Connect to learn more**

Novartis Patient Support is 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.Novartis-PatientSupport.com/RLT](http://www.Novartis-PatientSupport.com/RLT) to learn more.



# Getting Patients Started

## 3 simple steps for enrollment

- 1

**Download the Start Form**

  - Go to [www.Novartis-PatientSupport.com/RLT](http://www.Novartis-PatientSupport.com/RLT) to access and download the Novartis Patient Support Start Form
- 2

**Complete form, capture consent, and submit**

  - Fill out all required sections of the Start Form with the patient. Ensure both you and the patient sign the form to capture enrollment consent
  - Submit the completed and signed Start Form via fax to Novartis Patient Support at **1-844-638-7392**
  - Please fill out the form completely as missing information may result in treatment delays.** Novartis Patient Support will contact you to request any incomplete information
- 3

**Connect with us**

  - Our **Novartis Patient Support Team** will contact you and your patient to confirm enrollment and provide information about program options that match your patient's treatment plan



# Insurance Support



## Help with navigating the insurance process



### Benefits Verification

Once you've enrolled your patients in Novartis Patient Support, our team will conduct a benefits verification to better understand your patients' insurance benefits.



### Prior Authorization

We'll help support your practice through the prior authorization and appeals processes to help you navigate access to treatment.

## Getting started

Enrollment in Novartis Patient Support is the first step in accessing comprehensive support for you and your patients, including insurance benefit guidance, financial support, and treatment details (See page 3 for enrollment information).



# Financial Support

## Co-pay savings are available for patients with private insurance

We help make treatment more affordable for your eligible patients through co-pay savings

**\$25**  
CO-PAY\*

Eligible patients may pay as little as \$25 per dose.

## Co-pay savings start with enrollment

Eligible patients are considered for co-pay savings when they enroll in Novartis Patient Support. Ensure patients have completed and signed the Start Form for Novartis Patient Support to activate assessment eligibility.

To complete and submit a Start Form, visit [www.Novartis-PatientSupport.com/RLT](http://www.Novartis-PatientSupport.com/RLT) or call us at **1-844-638-7222**.

## Additional financial support may be available for patients without private insurance

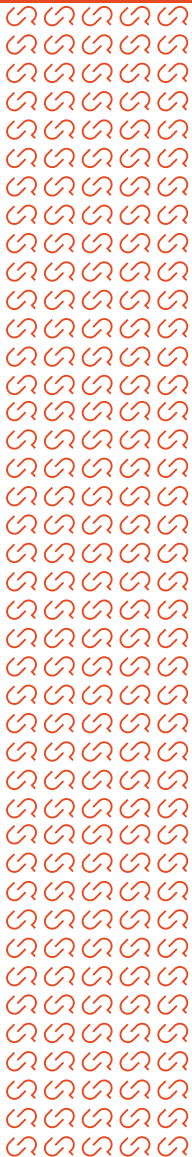
To find out if patients are eligible for other financial support, call Novartis Patient Support at **1-844-638-7222**, Monday through Friday, from 8:00 AM to 8:00 PM ET.

**Patients must be enrolled in Novartis Patient Support to be considered for financial support.**

\*Limitations apply. Valid only for those patients with commercial insurance. Not valid under Medicare or any other federal or state program. Offer subject to a maximum benefit per course of treatment. See complete Terms and Conditions in the Start Forms for details.



# Understanding the Ordering Process



**Novartis Patient Support is dedicated to helping you get treatment for your patients**

**Order online**

We simplify the ordering process so that your patients get the treatment they need. You can order through the Radiopharmaceutical Order Management Environment (ROME),\* with details as follows:



**Placing Orders in ROME**

- Place your orders directly in ROME by visiting **[www.rome.adacap.com](http://www.rome.adacap.com)**
- Once your order is placed, you can edit or cancel within ROME. Editing times vary by product, so please refer to the ROME Training Video for details
- Orders can be canceled up to the Monday prior to the week of injection



**Considerations**

- Novartis does not guarantee a requested product order until the **customer** receives an email confirmation
- Ensure that [adacap.com](http://adacap.com) and [Novartis.com](http://Novartis.com) email addresses are not blocked by your email service



**Educational Support**

- The ROME Training Video can be found under Policies and Reference Materials at **[www.rome.adacap.com](http://www.rome.adacap.com)** and can answer any questions related to the online ordering process

For additional questions or live support, call **1-844-367-3222** or email us at **[orders-US.AAA@novartis.com](mailto:orders-US.AAA@novartis.com)**.

\*Please note: you must have a valid radioactive material license and a registered account within ROME to place an order online.

# Coding & Billing Support

**Novartis Patient Support can provide information on local health plan coding, billing, and claim submission policies and procedures to help support timely reimbursement for treatment\***

- **The coding & billing process begins following treatment**
- **Your patient’s injection facility works with their insurance company for proper billing needs and sends an Explanation of Benefits (EOB) to Novartis**
- **Novartis reviews the EOB and billing and notifies you for final reimbursement**

\*It is always the provider’s responsibility to determine the appropriate health care setting and to submit true and correct claims for the products and services rendered. Providers should contact third-party payers for specific information on their coding, coverage, payment policies, and fee schedules.





# Novartis Patient Support Provides Dedicated Assistance for You and Your Patients



**A comprehensive program designed to help your patients start and stay on treatment with:**

- **Insurance Support:** Benefits verification including prior authorization and appeals assistance
- **Financial Support\*:** Affordability options including co-pay savings for eligible patients
- **Product Acquisition:** A simplified ordering process to get patients started
- **Coding & Billing Support:** Reimbursement assistance and resources

\*Co-pay support is for eligible patients only.



**To get started, contact Novartis Patient Support**

Call 1-844-638-7222, fax Start Forms to 1-844-638-7392, or visit [www.Novartis-PatientSupport.com/RLT](http://www.Novartis-PatientSupport.com/RLT) to learn more about how to get your patients started today.



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