



Comprehensive support. Continued commitment.

Novartis provides comprehensive support for you and your patients

Your guide to the suite of patient support services available for patients who are taking Sandostatin[®] LAR Depot (octreotide acetate) for injectable suspension:

- Patient Assistance Now Oncology (PANO)
- Sandostatin LAR Depot Co-pay Card
- Mobile Administration Program (MAP)
- Universal Co-pay Program for Sandostatin LAR Depot Instructions

Novartis is committed to providing ongoing support to help patients access their medicine



Patient Assistance Now Oncology

Patient Assistance Now Oncology (PANO) is a support center consisting of insurance specialists and case managers who provide access to information regarding an array of services. Consider PANO your first stop for information about Novartis Oncology Patient Support programs. Dedicated support specialists help direct callers to the services that best fit their needs.

To learn more, call 1-800-282-7630 or visit HCP.Novartis.com/Access.



Universal Co-pay Card
Eligible patients save on
out-of-pocket costs
Tell your patients to visit
Copoly.NovartisOncology.com
or call 1-877-577-7756

Sandostatin LAR Depot Co-pay Card

Patients may be eligible for immediate co-pay savings on their next prescription of Sandostatin® LAR Depot (octreotide acetate) for injectable suspension.

- Eligible patients with private insurance may pay \$25 per month
- Novartis will pay the remaining co-pay, up to \$15,000 per calendar year, per product*

*Limitations apply. This offer is only available to patients with private insurance. The program is not available for patients who are enrolled in Medicare, Medicaid, or any other federal or state health care program. Novartis reserves the right to rescind, revoke, or amend this program without notice. For full Terms and Conditions, visit Copoly.NovartisOncology.com or call 1-877-577-7756.



Encourage your patients to find out if they are eligible to enroll in the Novartis Oncology Universal Co-pay Program by visiting Copoly.NovartisOncology.com or calling 1-877-577-7756.

Universal Co-pay Program for Sandostatin LAR Depot Instructions on pages 4-6



The Mobile Administration Program delivers convenient administration for your patients



Mobile Administration Program (MAP)

This program offers administration of Sandostatin® LAR Depot (octreotide acetate) for injectable suspension by a registered nurse at a time and place convenient for your eligible patients* so they continue to receive the correct prescribed dose at the right time.†

- Trained MAP nurses will prepare and administer the medication†
- Receive a report after each patient administration
- Administration is available on nights and weekends, and when patients are traveling within the continental United States
- Patients can receive their treatment at home, at their offices, and in other places they choose

*Limitations apply. Available only for patients with private insurance. Program not available for patients with Medicare, Medicaid, or any other federal or state program. Program not available for residents of Massachusetts, Michigan, Minnesota, or Rhode Island.

†The program does not replace your care or the authority of the prescribing physician. Patients still keep their regularly scheduled physician checkups. First dose must be administered by prescribing physician.

For more information, visit us.sandostatin.com.

The Universal Co-pay Program for Sandostatin LAR Depot

The Universal Co-pay Program for Sandostatin® LAR Depot (octreotide acetate) for injectable suspension is a virtual co-pay program designed to give patients the flexibility to allow their physician's office to process certain steps they would otherwise be required to complete to participate in the program.

Patients may be eligible for immediate co-pay savings on their next prescription of Sandostatin LAR Depot. Eligible patients with private insurance may pay \$25 per month. Novartis will pay the remaining co-pay, up to \$15,000 per calendar year, per product.

To enroll a patient in the Universal Co-pay Program, start here:



Ensure your office is registered on the HCP Medical Co-pay Portal at <https://medicalcopayclaim.opushealth.com/>.



After the patient has been prescribed Sandostatin LAR Depot, the patient should visit **Copay.NovartisOncology.com** to:

1. Register and confirm they meet the eligibility requirements for this program.
2. Download and fill out the **Co-pay Assistance Request Form**.

The patient will receive a 16-digit virtual debit card number after the first request is received and approved. The 16-digit number is loaded with funds as requests are submitted. Remind your patient to store this number for their records.

The patient has 2 options for co-pay assistance requests.

The patient will either give you the completed **Co-pay Assistance Request Form** or submit it themselves, depending on who is handling the requests.

See the following pages for further instructions

Co-pay assistance requests: Option 1

Your office manages requests on the patient's behalf

If your patient prefers to have your office handle the program requests, follow these steps:

STEP 1:



To grant authorization to your office, the patient should **download and fill out the Co-pay Authorization Form** found on Copay.NovartisOncology.com, sign it, and give it to your office. Your office cannot do this step on the patient's behalf.

STEP 2:



Your office will collect the following paperwork and submit to <https://medicalcopayclaim.opushealth.com/>:

- Completed **Co-pay Assistance Request Form**, which your patient should have downloaded from Copay.NovartisOncology.com
- Patient's Novartis Universal Co-pay Card information
- Completed **Co-pay Authorization Form**
- Copies of the front and back of the patient's private insurance card
- Copy of the Explanation of Benefits or original pharmacy receipt with date filled and out-of-pocket expenses incurred for the patient's medicine

After all paperwork is submitted, your office will receive a phone call confirming the 16-digit number for the patient. **Be sure to record this number in a secure location on the patient's behalf.** The patient will also be notified when your office receives this number.

STEP 3:



Submit a request after each visit when your patient receives Sandostatin® LAR Depot (octreotide acetate) for injectable suspension. After each request is submitted and approved, your office will receive payment on behalf of the patient using the 16-digit number. The patient will be notified as requests are processed.

- Funds are typically loaded within 24 to 48 hours of request approval. Your office can process payment as soon as funds are loaded onto the debit card

At any time, the patient can notify your office that they would like to take possession of their 16-digit number and submit requests on their own. At that point, the patient will follow the process for patient-submitted requests (see next page for details).

*You may have other forms that you would like signed related to your completion of certain steps on the patient's behalf. Neither Novartis nor the program is responsible for the content of such forms or the requirements set forth by your office.

Co-pay assistance requests: Option 2

Your patient manages their own requests

If patients prefer to handle the program requests themselves, they will follow these steps:

STEP 1:



Your patient will **submit the following completed forms** via mail, fax, or online at Copolyclaim.Patientsavings.com. They must ensure all required paperwork is included:

- **Co-pay Assistance Request Form**
- Novartis Universal Co-pay Card information
- Copies of the front and back of the patient’s private insurance card
- Copy of the Explanation of Benefits or original pharmacy receipt with date filled and out-of-pocket expenses incurred for the patient’s medicine

STEP 2:



The 16-digit number should be presented to the patient’s physician’s office **at the same time the patient pays the \$25 co-pay**, following the office’s standard accounts receivable process. Your patient will receive notifications via email or text for all approved requests.

Managing the virtual debit card number

- Patients may obtain sole possession of the virtual debit card number and submit payments to their physician’s office on their own
- Patients may revoke authorization from their physician’s office at any time and, on request, offices must relinquish possession of the virtual debit card number
- In this event, patients should inform the physician’s office and call 1-877-577-7756 and press 7 to update their program profile, which will remove the physician office’s access to their program profile in the Web portal

For more information and assistance, visit Copoly.NovartisOncology.com or call 1-877-577-7756 and press 7.

Information about the Universal Co-pay Program for Sandostatin LAR Depot at your fingertips



Call 1-877-577-7756 and press 7 to:

- Check patient co-pay account balance
- Update account information
- Clarify Universal Co-pay Program details



Your office may visit <https://medicalcopayclaim.opushealth.com/> to:

- Download forms
- Submit paperwork
- Get Universal Co-pay Program information



Patients may visit Copayclaim.Patientsavings.com to:

- Download forms
- Submit paperwork
- Get Universal Co-pay Program information

- The Co-pay Authorization Form includes the program Terms and Conditions, and it serves as evidence of the patient's approval for the office to take certain steps on his or her behalf
- This 16-digit virtual debit card number can only be used to pay for the patient's Sandostatin® LAR Depot (octreotide acetate) for injectable suspension co-pay
- This program provides financial assistance to patients for the medication co-pay only, not for the cost of drug administration or the office visit. Program Terms and Conditions apply and may be reviewed at Copay.NovartisOncology.com
- Limitations apply. This offer is only available to patients with private insurance. The program is not available for patients who are enrolled in Medicare, Medicaid, or any other federal or state health care program. Novartis reserves the right to rescind, revoke, or amend this program without notice. For full Terms and Conditions, visit Copay.NovartisOncology.com or call 1-877-577-7756 and press 7

Additional information for you and your patients

Patients, caregivers, friends, family, and health care professionals can contact Novartis Pharmaceuticals Corporation with questions regarding our products and patient support programs.



us.sandostatin.com

Download resources and get answers to many questions about Sandostatin® LAR Depot (octreotide acetate) for injectable suspension.



1-888-NOW-NOVA (1-888-669-6682)

Monday through Friday, 8:30 AM to 5:00 PM ET

In case of medical emergency, please contact your physician immediately. Hours of operation may vary during US holidays.



Customer Interaction Center

Novartis Pharmaceuticals Corporation
One Health Plaza
East Hanover, NJ 07936-1080

Upon receipt of your letter, we will mail a reply to you within 2 business days. Please allow for US Postal Service turnaround time. Response times may vary during US holiday periods.

Contact your Sandostatin LAR Depot representative for additional assistance

