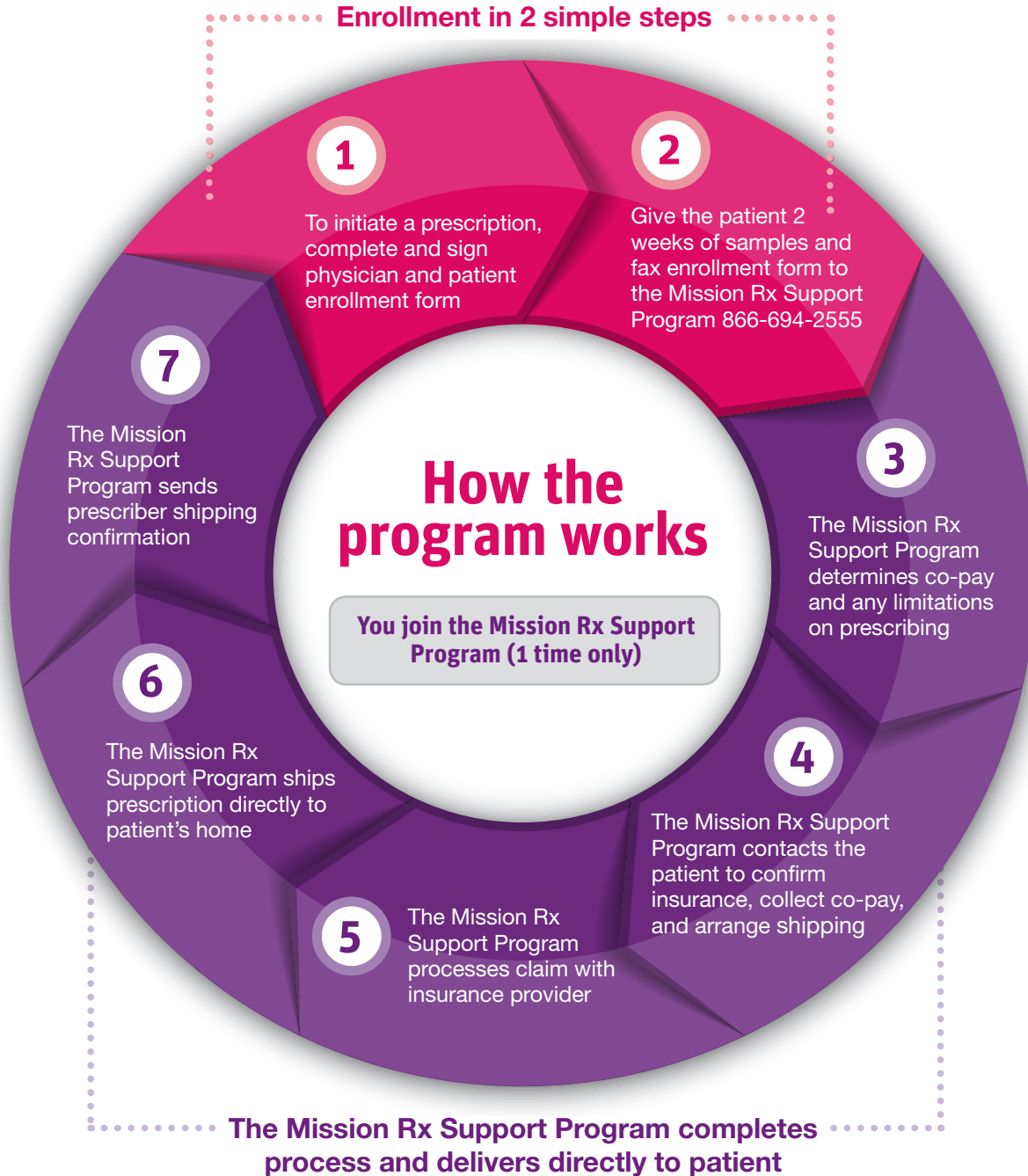


# Mission Rx Support Program

## A direct-to-patient prescription program

- Facilitates insurance coverage
- Promotes adherence
- Avoids pharmacy substitution
- No additional cost to patient other than co-pay



Refills do not require additional enrollment forms. Physician authorizes refills on original enrollment form.

**Questions?** Call the Mission Rx Support Program TOLL-FREE at 1-877-460-4611, prompt 1

# Questions and Answers about the Mission Rx Support Program

## **Q: Why should I offer the Mission Rx Support Program to my patients?**

**A:** The Mission Rx Support Program is designed to provide convenience to both you and your patient by adjudicating your patient's coverage and delivering the prescription to the patient's home by mail. The Mission Rx Support Program determines your patient's insurance coverage, then contacts your patient to confirm information and set up options for delivery. The Mission Rx Support Program then collects the patient's co-pay and processes the claim.

## **Q: What if my patient is on Medicare?**

**A:** Medicare coverage varies by plan. The Mission Rx Support Program will work directly with the patient to facilitate access.

## **Q: Will my patients pay more for the Mission Prescription Support Program than they would at a retail pharmacy?**

**A:** NO. The Mission Rx Support Program is free of charge. Patients will pay their normal co-pay. Delivery of the prescription is free of charge.

## **Q: What if the prescription requires a prior authorization?**

**A:** The Mission Rx Support Program will work with the prescriber's office and insurance company to resolve the barrier.

## **Q: Will this take more time for my patients?**

**A:** NO. Patients sign up for the Mission Rx Support Program in your office, and their prescription is shipped directly to their home. There is no need for them to make a trip to the pharmacy.

## **Q: What should I tell my patients about the program?**

**A:** Patients appreciate the convenience that comes with the program. There is no need for them to make a trip to the retail pharmacy. Their prescription comes directly to their home. In addition, they will appreciate your proactive approach to providing refills.

## **Q: Will patients be able to order refills of their prescription from the Mission Rx Support Program?**

**A:** YES. Patients will receive a notification or phone call 7 days in advance of the next month's refill. They will also have the option of automatic shipping.

## **Q: What if I need help with this process?**

**A:** Simply call the Mission Rx Support Program TOLL-FREE at 1-877-460-4611, prompt 1.

## **Q: What if I run out of enrollment forms?**

**A:** Contact your Mission Pharmacal sales representative for additional forms.

## **Q: Can I still give my patients the savings card or coupon?\***

**A:** YES. The Mission Rx Support Program will apply the discount for eligible patients just as a retail pharmacy would. Restrictions apply.

**\*ELIGIBILITY CRITERIA:** 1. The coupon or savings card is not valid for prescriptions purchased under Medicaid, Medicare, TRICARE, Federal, or state programs (including any state prescription drug programs), or private indemnity or HMO insurance plans which reimburse you for the entire cost of your prescription drugs. 2. Coupon is limited to 1 per patient and is not transferable. 3. Offer good only in the US. 4. Mission Pharmacal reserves the right to rescind, revoke, or amend this offer without notice. 5. You understand and agree to comply with the terms and conditions of this offer as set forth above.

