

STEPS TO GETTING YOUR MEDICINE

A tool to help patients understand the delivery process



The following is a general set of steps that patients may take when they are prescribed an Actelion medicine. Speak with your doctor and an *Actelion Pathways*® Patient Case Manager (PCM) about how your experience may vary.

Your PCM is available to help you with any step in the process of getting your medicine. If you receive a call from your PCM, it's important to answer or return the call as soon as possible.

1. Your doctor writes a prescription

- Your healthcare team will complete all the forms necessary to start you on your Actelion medicine
- These forms may include your prescription and enrollment in programs to monitor your health during treatment

2. Insurance verification

- Your insurance company may ask for additional information before they pay for your medicine
- Your PCM can help with this process, but the additional information will come from your healthcare team
- If your health plan denies your claim, or the cost is higher than you think you should pay, your PCM can help you explore possible financial assistance options

3. Delivery of medicine

- Actelion medicines are not available at your local pharmacy. Instead, they come from a specialty pharmacy that delivers medicines directly to your home
- Your PCM can help you find the best specialty pharmacy for you, depending on your insurance and needs
- The specialty pharmacy may call you to confirm details of your delivery. Be sure to answer any calls you receive from them, as it's an important step toward getting your medicine

4. Refills

- The specialty pharmacy will also supply your refills and will call you each month to schedule your shipment
- Your doctor will need to verify your prescription renewal occasionally

If you have questions, our PCMs can help:

- Guide you through the enrollment process
- Coordinate with your doctor, insurance company, and specialty pharmacy to find out if you have coverage for your medicine, and explore financial assistance options or additional information if needed
- Discuss how a specialty pharmacy works, and connect you to a specialty pharmacy to deliver your medicine

If you have been prescribed an Actelion medicine and have questions, call 1-866-ACTELION (1-866-228-3546).

A PCM can assist you Mon-Fri, 9 AM-8 PM ET.

Contact information

Use this section to record the contact information for your healthcare team.

Actelion Pathways Patient Case Manager:	1-866-ACTELION (1-866-228-3546)
Doctor:	
Nurse:	
Office manager:	
Specialty pharmacy:	

