

## **Rx Valet Drug Management Program (DMP) Prescription Assistance Program (PAP) Frequently Asked Questions**

### **What are Prescription Assistance Programs, sometimes referred to as 'PAPs'?**

Prescription Assistance Programs (PAPs) have emerged in an effort to help U.S. citizens who lack health insurance or prescription drug coverage obtain the medications they need. Typically offered by pharmaceutical companies, PAPs provide low-cost prescription drugs to qualifying individuals.

The assistance program we utilize contains over 1,500 qualifying medications.

Sometimes, PAP programs are called Alternative Funding Sources.

### **Is there a limit to how many medications you will help me with?**

No, we can help you with as many prescribed medicines that are available in the program.

### **How will I get my medications?**

The shipment method of your medication may vary. Some medications are governed and are required to be shipped to either your physician's office or a pharmacy. However, in many cases, the medication can be shipped directly to your home.

Sometimes a preloaded pharmacy card is provided so the member can pick the medication up at a local pharmacy of choice.

### **How long does it take to get my medications?**

This is all depends on how cooperative the member and physician are in assisting with paperwork and providing the prescription.

On average, once approved by the manufacturer, your medication will arrive in as little as 3 weeks after the initial submission of your enrollment form. It is important that all the requested documentation is received in a timely manner so that there is no delay in processing. Note: It is

critical that you continue to take your medication until you begin receiving your medication shipments.

**How are refills handled?**

We have a dedicated team that works to prevent any gaps in medication coverage by managing the ongoing refill process, on time, month after month.

**What if I have a change in my medication?**

If you need to add or change medication or doctor, call us and we will make the necessary changes. We will make the appropriate changes for future refills and assist you with new medications whenever possible.

**By participating in the program will I owe any money or have a co-pay?**

You will owe no money or be required to pay a co-payment. The plan is covering the expense at 100% if the member meets the income requirement.

**What steps are involved to get approved for a PAP Program?**

The first step is to sign a consent form. We will email a form that can be electronically signed. The second step is a follow up request for proof of income and may require the member to send us a W2 or copy of tax return. The final step prior to submission to the manufacturer is obtain information from the prescribing physician. This can include a form to be completed and a prescription.

**Will Rx Valet Contact my Physician?**

Yes, we reach out to your physician and obtain the required paperwork and prescription upon your behalf.

**Is there an income requirement?**

PAP programs are based on income and dependents. All companies have a different guideline, but the average is about \$80,000 per year. If a member makes less than 80k, they have a good

chance of qualifying. Rx Valet knows all the guidelines and will make a decision prior to submitting the paperwork to the manufacturer based on the members information.

Dependents play a factor in the approval process as well.

**Is there an Appeals process? Who handles?**

Yes, Rx Valet will handle the entire process.

**What is required from a member to participate in a PAP program?**

Each manufacturer is a little different but, in most cases, we need a consent, proof of income and Rx Valet will obtain the required documentation from the prescribing physician.

**How long does a program last once approved?**

Most PAP programs are annual programs. We keep track of the renewals dates and will reprocess as needed. We may need current information from the member and will reach out to them as needed.

**What is the average time to get approved?**

Approval times vary by manufacturer, however in most cases once we have all the paperwork from the member and the physician the process takes less than 20 days. Sometimes the biggest holdup is the physician and or member documentation.