



*NIKI—ONEPATH TEAM MEMBER*

## OnePath®

A free product support program provided by Takeda

Inside, find out about OnePath services for patients prescribed a Takeda treatment for the lysosomal storage disorders Hunter syndrome and type 1 Gaucher disease, including:

- Help with financial assistance options, insurance coverage, and benefits
- Co-pay assistance support for eligible patients
- Coordination of treatment shipment and infusion scheduling with the site of care
- Personalized resources and tools



## OnePath is here for your patients, every step of the way

### **Product Support**

An overview of OnePath product support, including team members and a step-by-step outline detailing the OnePath journey from referral and throughout treatment.

### **Co-Pay Assistance**

OnePath offers co-pay assistance to your eligible patients.

### **Prior Authorization and Appeals Support**

Review the prior authorization and appeals process and find out what information is commonly requested.

### **Ongoing Product Support and Resources**

OnePath continues to provide ongoing product support to your patients throughout treatment and can assist your office as needed.

### **Frequently Asked Questions**

Find answers to your important questions.



ERIC AND ALTA—ONEPATH PATIENT AND PATIENT SUPPORT MANAGER

## OnePath product support

OnePath supports eligible patients by helping to remove access barriers when starting their Takeda therapy, and by assisting them throughout their treatment. This product support includes:



Facilitating an insurance benefits investigation



Working with specialty pharmacies (SPs) to coordinate treatment access for patients and partnering with the site of care to set up infusion appointments



Assisting with the transition to home infusions, if requested by your office



Enrolling eligible patients in the OnePath Co-Pay Assistance Program or providing information about other financial assistance options



Directing patients and caregivers to educational resources available to them

### OnePath understands that communication is key.

Translation services are available for non-English-speaking patients and caregivers. In addition, OnePath offers some materials and resources in Spanish.

## Meet the OnePath support team

The OnePath support team is committed to providing personalized, one-on-one services to help patients access their prescribed treatment.



### Patient Support Manager (PSM)

A dedicated contact who provides your patient with continuous product support throughout the treatment journey, such as:

- Helping your patient understand and navigate insurance coverage
- Coordinating infusion appointments
- Assisting your patient with finding a site of care when traveling



### Patient Access Manager (PAM)

A local support contact who can work directly with your office and your patient to help resolve financial and access issues. Services can include:

- Assisting with potential insurance questions, challenges, and coverage issues
- Educating your office about prior authorization requirements and appeals
- Providing information about educational resources and patient advocacy groups



### Healthcare Educator (HCE)

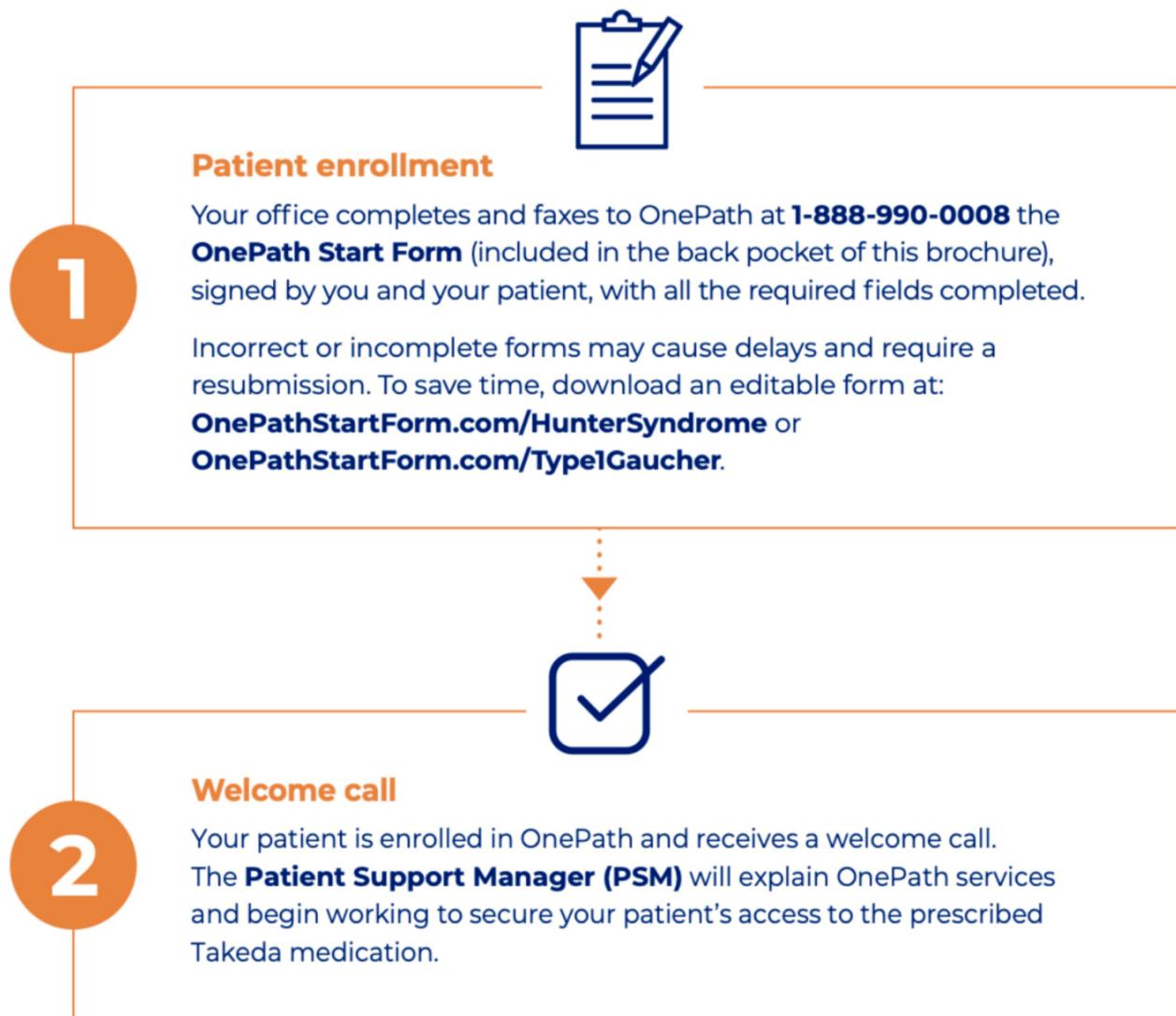
An additional OnePath support member who can provide one-on-one, in-person assistance to your patient, such as:

- Providing disease and treatment education in English or Spanish based on your patient's needs
- Connecting your patient with information, resources, and OnePath personalized product services



**Questions for the OnePath support team? Call OnePath at 1-866-888-0660, Monday through Friday, 8:30 AM to 8:00 PM ET.**

## Patient path to treatment



To avoid confusing OnePath with spam calls, remind your patient to add the OnePath number (**1-866-888-0660**) to his or her phone's address book.



**Questions? Call OnePath at 1-866-888-0660, Monday through Friday, 8:30 AM to 8:00 PM ET.**

# Co-pay assistance

OnePath aims to ensure that the costs associated with treatment are never a barrier to patient access

With OnePath co-pay assistance, up to 100% of qualified expenses may be covered for eligible commercially insured OnePath patients\*\*†



“ We’re so incredibly thankful that OnePath offers co-pay assistance. ”

—STACEY  
ONEPATH-ENROLLED TYPE 1 GAUCHER DISEASE CAREGIVER

The program covers certain out-of-pocket treatment costs, such as deductibles and coinsurance, up to the program maximum, regardless of financial status.

The Patient Support Manager (PSM) will review your patient’s insurance coverage and confirm if he or she is eligible for the OnePath Co-Pay Assistance Program.



For those who do not qualify, OnePath can help provide information on alternative financial assistance options.



Call to learn more about the  
**OnePath Co-Pay Assistance Program today**  
**1-866-888-0660**



It’s easy for your patient to enroll.

The PSM can enroll your patient in the OnePath Co-Pay Assistance Program if he or she is eligible.



It’s easy for your patient to use.

Your patient’s insurance provider receives reimbursement from Takeda.

\*Subject to program terms, limits, and conditions.

†IMPORTANT NOTICE: The OnePath Co-Pay Assistance Program (the Program) is not valid for prescriptions eligible to be reimbursed, in whole or in part, by Medicaid, Medicare (including Medicare Part D), Tricare, Medigap, VA, DoD, or other federal or state programs (including any medical or state prescription drug assistance programs). No claim for reimbursement of the out-of-pocket expense amount covered by the Program shall be submitted to any third party payer, whether public or private. The Program cannot be combined with any other rebate/coupon, free trial, or similar offer. Co-payment assistance under the Program is not transferable. The Program only applies in the United States, including Puerto Rico and other U.S. territories, and does not apply where prohibited by law, taxed, or restricted. This does not constitute health insurance. Void where use is prohibited by your insurance provider. If your insurance situation changes you must notify the Program immediately at 1-866-888-0660. Coverage of certain administration charges does not apply for patients residing in Massachusetts, Michigan, Minnesota, Rhode Island, and Vermont. Takeda reserves the right to rescind, revoke, or amend the Program at any time without notice.

# Prior authorization and appeals support

In the event of a denial, OnePath Patient Access Managers (PAMs) are specially trained to educate your office about **prior authorizations, reauthorizations, and appeals.**

**In the event that a prior authorization is required** by your patient's insurance provider, your office will be responsible for preparing the requested information. Your patient's PAM can help guide your office through this process.

## Your patient's PAM can:

- Review your patient's coverage and determine if the prior authorization process will go through the medical and/or the pharmacy benefit
- Refer you to published payor clinical criteria
- Provide prior authorization information from your patient's insurance provider as well as blank Prior Authorization Forms
- Confirm receipt of the prior authorization and check its status with the insurance provider
- Give you Takeda's sample Statement of Medical Necessity, which contains helpful information. (Note: OnePath cannot complete Prior Authorization Forms or Letters of Medical Necessity)

## Your office will provide the commonly requested information below:

### **Medical support documentation**

#### – Hunter syndrome:

- Genetic test
- Clinical notes
- Medical history
- Prenatal
- Urine test
- I2S enzyme activity

#### – Type 1 Gaucher disease:

- Genetic test
- Clinical notes
- Medical history
- Beta-glucosidase leukocyte (BGL)

### **Disease history**

- Date of diagnosis
- Age at diagnosis
- Date of first treatment

### **Treatment history**

- Previous treatments
- Hospital admission and emergency department notes (if applicable)
- Medical care events due to lysosomal storage disorder



“To help get patients started on therapy, I'm here to educate your office during prior authorizations and appeals.”

–PETE  
**ONEPATH PATIENT ACCESS MANAGER (PAM)**

**In the event the prior authorization is denied**, your office may be able to appeal the decision with your patient's insurance provider. Your PAM can educate you on this process.

### **The letter of denial from your patient's insurance provider may have available appeal option information.** This may include:

- Appeal deadline
- Mailing address or fax number for the appeal

### **When preparing the appeal, your office will complete a written appeal package.** Information required may include:

- Letter of Medical Necessity or Appeal Letter (PAMs can provide sample letter templates)
- Appeal Forms, if available
- Additional medical support, including updated clinical notes, medical history, or lab results

### **Confirm receipt with the insurance provider and check appeal status.**

Work with your patient's Patient Support Manager (PSM) or PAM to monitor the status with your patient's insurer.

### **Keep complete records, including:**

- Copies of documentation sent with the appeal package
- All correspondence with the insurer and names of insurance provider representatives



**Questions? Call your local OnePath Patient Access Manager at 1-866-888-0660, Monday through Friday, 8:30 AM to 8:00 PM ET.**



COLLEEN—ONEPATH PATIENT

## OnePath product support and resources

OnePath will provide product support throughout the treatment journey, even after your patient starts his or her Takeda treatment.



**Your patient's dedicated Patient Support Manager (PSM) and Patient Access Manager (PAM) can assist your office with access and reimbursement issues, as well as reauthorizations.**

- If reauthorization is needed because of a limited approval period, your patient's PAM can help ensure this deadline is met so there are no treatment interruptions
- If your patient's prior authorization is denied, OnePath can work with your office to keep track of the appeals package with your patient's health insurance provider
- If needed, OnePath can provide reimbursement education for your office or patient
- If your patient has had an insurance plan change, OnePath can help with the new approval process



**Personalized, one-on-one product support for your patient. This support continues for as long as your patient is taking a Takeda product.**



**Product support for your patient when traveling.**

If your patient is planning to be away for an extended period of time, he or she should let the PSM know as soon as possible. The PSM may help find an alternate site of care for your patient while away from home.



**If your patient needs product support in a language other than English, the PSM can connect him or her with a translation specialist.**

For example, OnePath Healthcare Educators (HCEs) can provide product support in Spanish regarding your patient's health insurance plan.



**When enrolled in OnePath, your patient will have access to the secure OnePath Patient Portal and Mobile App.**

With these innovative tools, your patient can:

- Keep track of his or her treatment and symptoms in a private eDiary, which can be emailed to you or your office staff (if desired)
- Explore product information and learn more about his or her condition



**Have questions? Call OnePath at 1-866-888-0660, Monday through Friday, 8:30 AM to 8:00 PM ET.**

# Frequently asked questions

## Q: When is OnePath available to answer calls from my office or patient?

**A:** OnePath support team members are available Monday through Friday, 8:30 AM to 8:00 PM ET, at **1-866-888-0660**.

## Q: How is OnePath connected to Takeda?

**A:** OnePath is a free program offered by Takeda that provides product support services to eligible patients and caregivers for their prescribed Takeda treatment.

## Q: How can I help my patient connect with his or her Patient Support Manager (PSM)?

**A:** Your office should encourage your patient to place the Patient Support Manager's (PSM's) contact information into his or her phone's contacts. This way your patient will recognize when OnePath is calling and won't confuse OnePath with telemarketers.

## Q: Is OnePath a pharmacy?

**A:** OnePath is not a pharmacy. Your patient's dedicated Patient Support Manager (PSM) will work with a specialty pharmacy to coordinate the shipment and delivery of the prescribed Takeda treatment to the site of care. OnePath can also help with scheduling infusion appointments.

## Q: How can I best prepare my patient when he or she is starting treatment?

**A:** Ask your patient to inform your office when he or she has started on therapy. Let your patient know about OnePath and how it may help. These are some of the services OnePath offers:

- Assisting with treatment access challenges if or when they arise
- Coordinating shipment to the site of care and scheduling infusion appointments
- Providing ongoing product support even after treatment starts

## Q: Can the OnePath support team help my office with prior authorizations and appeals for my patient's Takeda prescription?

**A:** The Patient Access Manager (PAM) can educate your office about insurance access issues and answer questions regarding the prior authorization process in order to help your patient access his or her treatment.

## Q: What kind of product support can OnePath continue to provide my patient after treatment has started?

**A:** Your patient will receive ongoing product support from OnePath, such as:

- Resource education
- Assistance with potential treatment access challenges when he or she is traveling (to avoid treatment interruptions)

## Q: What are the secure OnePath Patient Portal and Mobile App?

**A:** The secure OnePath Patient Portal and Mobile App offer tools to help your patient stay up-to-date, remain connected with OnePath, and track personal health events in a private eDiary. Your patient can get the OnePath Mobile App from the [App Store or on Google Play.] [App Store, on Google Play, or from the Kindle Store.] He or she can access the Patient Portal at **OnePath.com/onepath\_login**. Your patient's Patient Support Manager (PSM) will go over how to access these tools during the welcome call.

## Q: Does OnePath offer product support in a language other than English?

**A:** OnePath wants your patient to have access to the information he or she needs. If your patient has a preferred language other than English, the Patient Support Manager (PSM) can connect him or her to a translation service that can help. In addition, OnePath Healthcare Educators (HCEs) can communicate in both English and Spanish.

Learn more about OnePath



**For more information about:**

- Co-pay assistance
- Patient enrollment
- Product support for your patients

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