



# Frequently Asked Questions

## What types of support options are available through EYLEA4U®?

### Reimbursement-Related Support (Option 4)

- Benefits Investigation
- Claims Assistance
- Prior Authorization Assistance
- Appeals Support

### Patient-Related Support (Option 4)

- Patient Assistance Program
- Co-Pay Assistance
  - Co-Pay Assistance Referral Program
  - EYLEA Co-Pay Card Program (exclusively for commercially insured patients)

### Product-Related Support

- Medical information inquiries (Options 1 and 2)
- Adverse events, product complaints, and product returns (Option 3)
- Product-ordering assistance (Option 5)

## How do I start the reimbursement and patient support processes through EYLEA4U?

Complete the EYLEA4U Enrollment Form. The Billing and Reimbursement Kit contains copies of the form; you may also download the form at [www.EYLEA.com](http://www.EYLEA.com). Be sure to select the support you need in Section 1.1 and submit the physician- and patient-signed form by fax to 1-888-335-3264 or electronically via the EYLEA4U e-Portal.\*

\*Registration and e-signature setup are required. A completed and patient-signed form must be retained on file at the office for submissions entered via the e-Portal.

## What happens after I submit an EYLEA4U Enrollment Form to EYLEA4U?

EYLEA4U conducts a Benefits Investigation and considers any other support requested in Section 1.1 (Co-Pay Assistance, Claims Assistance, Appeals Support, and Prior Authorization Assistance) by reviewing the patient's coverage, benefits, and cost-sharing information for EYLEA. A comprehensive results report is communicated by fax or (if you are registered) via the EYLEA4U e-Portal within 2 business days.

## What do I do if my patient is uninsured or lacks coverage for EYLEA® (aflibercept) Injection?

A patient may be eligible to receive EYLEA free of charge through the EYLEA4U Patient Assistance Program (PAP). To enroll a patient in the PAP, complete the EYLEA4U Enrollment Form and select Patient Assistance Program in Section 1.1. After verifying that your patient is eligible, EYLEA4U will coordinate all shipments of EYLEA to your practice.

**Get Started With EYLEA4U Today!**

Call 1-855-EYLEA4U (1-855-395-3248)

Monday–Friday 9 AM–8 PM Eastern Time, Option 4




Visit [www.EYLEA4Uportal.com](http://www.EYLEA4Uportal.com)

**EYLEA**<sup>®</sup>  
(aflibercept) Injection



## How do I know my patient is eligible for the PAP?

To be eligible for the PAP, your patient must

-  Be uninsured or lack coverage for EYLEA
-  Be a resident of the United States or its territories or possessions
-  Demonstrate financial need (based on total annual household adjusted gross income of no more than \$100,000)
  - Financial documentation (e.g., federal tax return) is required

## What do I do if my patient needs help with out-of-pocket costs for EYLEA® (afibercept) Injection?

EYLEA4U® has 2 programs available to help eligible patients with certain out-of-pocket costs. For patients who have commercial insurance, the EYLEA Co-Pay Card Program can help with out-of-pocket co-pay costs for eligible patients. In addition, EYLEA4U can assist patients with the referral process to an independent co-pay assistance foundation for approved indications.\* Call EYLEA4U to learn more about these programs, or select Co-Pay Assistance in Section 1.1 of the EYLEA4U Enrollment Form. EYLEA4U will determine what programs are available based on your patient's insurance and eligibility requirements.

\*Regeneron does not influence or control the operations of independent co-pay assistance foundations and cannot guarantee assistance will be provided.

## What is a specialty pharmacy?

Specialty pharmacies dispense specialty pharmaceuticals and biologics typically defined as products (generally used chronically, are not oral, are high-cost, and require special handling. In addition to product delivery, these pharmacies may offer billing and reimbursement support, disease state information, and clinical support services for patients. The required use of specialty pharmacies varies by insurer.

## How do I return EYLEA?

In the event EYLEA is rendered unusable after purchase, product may be returned to Regeneron and replaced in certain circumstances. All product should be returned as a condition of replacement. Call EYLEA4U at 1-855-EYLEA4U (1-855-395-3248), Option 3, to obtain the appropriate forms and list of required documents.

If the vial is broken, submit photos documenting the damage. If the vial is intact, return it to the address provided by EYLEA4U. For returns of expired product or product damaged in shipment, please contact your distributor for return procedures.

**For any questions on EYLEA reimbursement or EYLEA4U support programs,  
call 1-855-EYLEA4U (1-855-395-3248), Option 4,  
Monday–Friday 9 AM–8 PM Eastern Time**

*Please see Important Prescribing and Safety Information and full Prescribing Information in Billing and Reimbursement Kit.*

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**REGENERON**

**EYLEA®**  
(afibercept) Injection

