



# SUPPORT FROM EVERY ANGLE.

There is no typical treatment  
journey. Let us be the ally you  
and your patients deserve.



# SUPPORT DESIGNED AROUND YOUR PATIENTS AND YOU.

Amgen Assist 360™ is a single source for the support that matters most to your patients and you. We can help provide your patients with additional guidance related to their treatment while also helping your office with reimbursement and benefit verifications.



# RESOURCES

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## FOR HEALTHCARE PROFESSIONALS

For assistance beyond the treatment and financial needs of your patient, we're here to help. Amgen Assist 360™ is a centralized resource that can assist your office with benefit verifications, prior authorization, and claims tracking.

### BENEFIT VERIFICATIONS

Submit, store, and retrieve benefit verifications for all patients currently on Amgen medications electronically with ease from our secure Amgen Assist 360™ Provider Portal.

## REIMBURSEMENT COUNSELORS

Call an Amgen Reimbursement Counselor directly for your benefit verification needs.

## FIELD REIMBURSEMENT SPECIALISTS

Schedule a remote or live appointment with a Field Reimbursement Specialist who can assist with:

- General reimbursement questions, including product coding and billing information
- Prior Authorization and Claims denials/appeals
- Payer specific inquiries and policy updates
- Financial assistance, including Amgen FIRST STEP™ program support

Visit [amgenassistonline.com](https://amgenassistonline.com) today to register and start using our online access and reimbursement tools.

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## FOR YOUR PATIENTS

In addition to the support patients receive from your office, our Amgen Nurse Navigators are a single contact for everything from treatment questions to everyday assistance.

## SUPPORT FROM AMGEN NURSE NAVIGATORS\*

Patients are connected with the Amgen Nurse Navigator team to help them find resources that are most important to them.†

## REFERRALS TO DAY-TO-DAY LIVING RESOURCES†

Patients can learn about independent nonprofit organizations that may provide community resources, one-on-one counseling services, local support groups, transportation, and lodging.

\*Amgen Nurse Navigators are there to support, not replace, your treatment plan and do not provide medical advice or case management services. Patients should always consult their healthcare provider regarding medical decisions or treatment concerns.

†Resources include referrals to independent nonprofit patient assistance programs. Eligibility for resources provided by independent nonprofit patient assistance programs is based on the nonprofits' criteria. Amgen has no control over these programs and provides referrals as a courtesy only.

# FINANCIAL AND CO-PAY RESOURCES FOR PATIENTS

Whatever type of insurance your patients have—even if they have none—Amgen Assist 360™ can help them learn how their Amgen medication may be covered and refer them to programs that can help them afford it, like Amgen FIRST STEP™.

## FOR ELIGIBLE\* COMMERCIALLY INSURED PATIENTS

The Amgen FIRST STEP™ Program can help your eligible commercially insured patients cover their out-of-pocket prescription costs, including deductible, co-insurance, and co-payment.

- **\$0** out-of-pocket for first dose or cycle
- **As little as \$5<sup>†</sup>** out-of-pocket for subsequent doses or cycles, **up to the brand program benefit maximum**
- No income eligibility requirement
- See full program terms and eligibility requirements at right



## FOR PATIENTS ON GOVERNMENT INSURANCE (LIKE MEDICARE)

Our Amgen Nurse Navigators<sup>‡</sup> can refer patients to independent nonprofit patient assistance programs that may be able to help them afford the co-pay costs of their prescribed medicine.<sup>§</sup>

## FOR UNINSURED PATIENTS

The Amgen Safety Net Foundation is a nonprofit patient assistance program sponsored by Amgen that helps qualifying patients access Amgen medicines at no cost.

\*Terms, conditions, and program maximums apply. This program is not open to patients receiving prescription reimbursement under any federal, state, or government-funded healthcare program. Not valid where prohibited by law.

<sup>†</sup>\$25 out-of-pocket cost for subsequent dose or cycle of Prolia® (denosumab); \$5 out-of-pocket cost for subsequent dose or cycle of other products through Amgen FIRST STEP™.

<sup>‡</sup>Amgen Nurse Navigators are there to support, not replace, your treatment plan and do not provide medical advice or case management services. Patients should always consult their healthcare provider regarding medical decisions or treatment concerns.

<sup>§</sup>Resources include referrals to independent nonprofit patient assistance programs. Eligibility for resources provided by independent nonprofit patient assistance programs is based on the nonprofits' criteria. Amgen has no control over these programs and provides referrals as a courtesy only.

## PATIENT ELIGIBILITY REQUIREMENTS\*

- Patient must be prescribed one or more qualifying Amgen products.
- Must have private commercial health insurance that covers medication costs for the qualifying Amgen product(s).
- Must not be a participant in any federal-, state-, or government-funded healthcare program such as Medicare, Medicare Advantage, Medicare Part D, Medicaid, Medigap, Veterans Affairs (VA), the Department of Defense (DoD), or TriCare.
- May not seek reimbursement for value received from the Amgen FIRST STEP™ Program from any third-party payers, including flexible spending accounts or healthcare savings accounts. If at any time patients begin receiving coverage under any federal-, state-, or government-funded healthcare program, patients will no longer be eligible to participate in the Amgen FIRST STEP™ Program and must call 1-888-4ASSIST (1-888-427-7478) Monday through Friday, 9 AM-8 PM ET to stop participation. Restrictions may apply. **This is not health insurance.** Program invalid where otherwise prohibited by law.

## COVERAGE LIMITS/PROGRAM MAXIMUMS

- Program covers out-of-pocket medication costs for the qualifying Amgen products only. Program does not cover any other costs related to office visit or administration of the Amgen product. Patient is responsible for costs above the maximum benefit.
- Ongoing activation of the Amgen FIRST STEP™ card is contingent on the submission of the required Explanation of Benefits (EOB) form by the healthcare provider's office within 45 days of use of the Amgen FIRST STEP™ card. Patients will be responsible for reimbursing the program for all amounts paid out if the EOB for the date of service is not received within 45 days.
- Please call 1-888-4ASSIST (1-888-427-7478) and ask your Amgen FIRST STEP™ representative to help you understand your eligibility for the program and the relevant maximum program benefit(s), which reset each calendar year.

\*Other restrictions apply. If you become aware that your health plan or pharmacy benefit manager does not allow the use of manufacturer co-pay support as part of your health plan design, you agree to comply with your obligations, if any, to disclose your use of the card to your insurer. Amgen reserves the right to revise or terminate this program, in whole or in part, without notice at any time.

# HELP YOUR ELIGIBLE PATIENTS ENROLL TODAY

THERE ARE THREE EASY WAYS TO HELP PATIENTS SUBMIT  
THEIR ENROLLMENT FORM FOR AMGEN ASSIST 360™



## MAIL

PO BOX 220354  
CHARLOTTE, NC 28222-9924



## CALL

888-4ASSIST (888-427-7478)  
Monday to Friday, 9 AM to 8 PM ET



## FAX

888-407-9787

Amgen Assist 360™ patient enrollment forms can be found online at [amgenassist360.com/enroll](https://amgenassist360.com/enroll) or in the Amgen Assist 360™ patient brochures provided.

# AMGEN ASSIST 360™ MAKES IT EASIER TO ACCESS THE SUPPORT THAT MATTERS MOST TO YOUR PATIENTS AND YOU.



## RESOURCES FOR HEALTHCARE PROFESSIONALS

- ✓ Benefit Verifications
- ✓ Reimbursement Counselors
- ✓ Field Reimbursement Specialists



## RESOURCES FOR YOUR PATIENTS

- ✓ Support from Amgen Nurse Navigators\*
- ✓ Referrals to day-to-day living resources†



## FINANCIAL AND CO-PAY ASSISTANCE

- ✓ For eligible‡ commercially insured patients
- ✓ For patients on government insurance§
- ✓ For uninsured patients

\*Amgen Nurse Navigators are there to support, not replace, your treatment plan and do not provide medical advice or case management services. Patients should always consult their healthcare provider regarding medical decisions or treatment concerns.

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§Amgen Assist 360™ can refer patients to independent nonprofit patient assistance programs that may be able to help them afford the co-pay costs for their prescribed medicine.

