



UroGen Support™ Program Overview

UroGen Support provides access and reimbursement support to patients who have been prescribed a UroGen therapy. The steps outlined in this brochure provide an overview of the process for enrolling patients, ordering the product, and when communication can be expected from UroGen Support.



For customers requiring mixing services

Steps and actions to acquire UroGen products for your patients

PRE-ENROLLMENT

Procuring a UroGen product requires a declaration by the provider to acquire the product solely through either Cardinal Health or Cencora-Besse specialty pharmaceutical distributors. You will need to complete the Account Setup Form at this stage.

PROVIDER ACTIONS:

To get started, provide your Cardinal Health or Cencora-Besse account details (if available) for account verification OR create an account with the appropriate distributor by completing and signing the Account Set-up Form and emailing to Distribution@UroGenSupport.com.

1 ENROLLMENT

Completing step 1 ensures patients are enrolled and that product can be ordered.

PROVIDER ACTIONS:

- Complete the Patient Enrollment Form, including provider and patient signatures
- Access, complete, and submit the Patient Enrollment Form via the UroGen Support portal at UroGenSupport.com
- Completed and fully signed forms can also be submitted to UroGen Support by fax (833-664-7216) or by email (Contact@UroGenSupport.com)
–UroGen products can only be ordered through UroGen Support

Visit UroGenSupport.com or call 833-UROGEN1 (833-876-4361) for ordering assistance.



PROVIDER

2 ACCESS SUPPORT

Step 2 offers assistance for all your access and reimbursement needs.

PROVIDER ACTIONS:

- Conduct independent/parallel benefits investigation
- Complete PA form (if necessary)
- Write a letter of medical necessity (if necessary)
- Provide information regarding appeals in a timely manner



UROGEN SUPPORT

UroGen Support is available to answer questions during this process and will communicate important details surrounding patient enrollment.

UROGEN SUPPORT ACTIONS:

- Collect completed enrollment form
- Inform provider of patient's enrollment status
- Provide a portal overview and assistance with getting started

UroGen Support will provide assistance with the following: benefits investigation, prior authorizations (PA) and appeals, billing and coding, and patient affordability options.

UROGEN SUPPORT ACTIONS:

- Share the benefits investigation report, outlining the patient's coverage and potential PA requirements
- Inform provider of available affordability options

3 ACQUISITION

Once patient access is confirmed, product can be ordered and prepared for delivery.

PROVIDER ACTIONS:

- Connect with UroGen Support to confirm your UroGen order



UroGen Support will closely monitor the acquisition, preparation, and delivery of UroGen products to ensure each milestone is met.

UROGEN SUPPORT ACTIONS:

- Call provider to confirm appointment
- Coordinate product ordering and delivery

4 ADMINISTRATION

UroGen Support will confirm product was administered, assist with confirming the next appointment date, and place next order.

PROVIDER ACTIONS:

- Administer the UroGen product to the patient
- Schedule next appointment with patient



UROGEN SUPPORT ACTIONS:

- Coordinate next order

For customers who **DO NOT** require mixing services, place your orders directly
through UroGen approved specialty distributors



CardinalHealth

Cardinal SPD

Contact:

GMB-SPD-MFGSERVICESSP@cardinalhealth.com

1-877-488-3572

cencora

Cencora-Besse Specialty Distributor

Contact:

service@besse.com

1-800-543-2111

Comprehensive access and reimbursement support is available following submission of a Patient Enrollment Form as described on the previous page.



How can we help?

We know getting patients access to appropriate therapies is a crucial step in their treatment. To make this process as simple as possible, UroGen Support provides:

Comprehensive access and reimbursement support for eligible patients:

- Benefits investigations
- PA and coverage appeal process assistance
- Patient affordability and financial assistance

For customers requiring mixing services only

Product acquisition and preparation coordination:

- UroGen Support will place your order with the appropriate distributor
- Coordinate mix and delivery with UroGen pharmacy partner if needed

UroGen Support is available throughout this process to address any questions you may have.

UroGen Support is here for you and your patients



1-833-UROGEN1 (833-876-4361)



833-664-7216



[UROGENSUPPORT.com](https://www.urogensupport.com)



Contact@UroGenSupport.com

