

PRODUCT REPLACEMENT PROCESS TIP SHEET FOR PROVIDERS

What is the product replacement model?

The replacement model applies to physician-administered medications that are covered under the patient's medical benefit (versus pharmacy benefit). Under this model, providers administer Amgen product from their existing stock to qualifying Foundation patients and then order replacement for this product from the Foundation.

Foundation products included in the replacement model are Aranesp® (darbepoetin alfa), EPOGEN® (Epoetin alfa) for dialysis only, Neulasta® (pegfilgrastim), NEUPOGEN® (Filgrastim), Nplate® (romiplostim), Prolia® (denosumab) injection, Vectibix® (panitumumab) injection, and XGEVA® (denosumab).

These products must be administered in an outpatient setting for in-facility use to be eligible for replacement.

Does the replacement model cover product administered before the patient becomes enrolled?

Yes, the replacement model allows for a six-month retroactive policy for replacements. Once a patient becomes enrolled, replacement product may be requested for dates of administration up to six months prior to the patient's enrollment start date.

Are there prerequisites for requesting product replacement?

Prior to requesting replacement products, the provider facility and the Patient must be enrolled in the Foundation.

To obtain application forms for facility or patient enrollment:

- Go to www.safetynetfoundation.com and click on the Forms tab; or
- Call us at **1-888-762-6436** and choose **option 3** for the form to be faxed or mailed to you

Aranesp® received through the Foundation is subject to the requirements of the ESA APPRISE Oncology Program. Healthcare providers must be enrolled in the ESA APPRISE Oncology Program in order to receive Safety Net Aranesp® product replacements for Oncology. For questions regarding the ESA APPRISE Oncology Program, please contact the ESA APPRISE Oncology Call Center at 1-866-284-8089, Monday through Friday, 8:00 am to 8:00 pm Eastern Time.

How do I request product replacement?

Step 1: Get the Product Replacement Request Form

- Go to www.safetynetfoudnation.com and click on the Forms tab; or
- Call us at **1-888-762-6436** and choose **option 3** for the form to faxed or mailed to you; or
- Go to www.safetynetfoundation.com and click on the **ONLINE ACCESS** link to submit product replacement requests electronically

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Step 2:

- Complete the Product Replacement Request Form
 - Complete the form in full, including all information request for Shipping, Contact, Patient and Medication/Administration
 - You can submit multiple replacement request for multiple patients and products on one form
 - If you have questions regarding the Product Replacement Request Form you can call us at **1-888-762-6436** and choose **option 5** to speak to one of our agents

Step 3:

- Obtain appropriate physician or facility contact signature
 - A physician or facility contact must sign and date the form
 - The Foundation encourages physician signatures on the form to enable orders to be shipped in exact quantities requested. Without a physician signature, the Foundation must under-ship to the closest wholesale (full-box) quantity and credit any remaining balance to the facility's account.

Step 4:

- Fax the completed Product Replacement Order Form to **1 866- 549-7239**

When will I receive requested replacement product?

Once we receive the completed form, we will process the request within two to five business days. Your replacement product will be shipped on your scheduled shipping day. If a scheduled shipping day has not been set up for your facility, a foundation agent will contact you to verify your address and set up a shipment.

If you have other questions?

Go to www.safetynetfoundation.com and click on the **Resources** tab for answers to Frequently Asked Questions and other Tip Sheets.

You can also talk to one of our agents by calling **1-888-762-6436**, Monday through Friday, 9am to 9pm Eastern Time.