

# Patient Support Programs for Biosimilars

## Contents

<b>Abrilada®</b> .....	<b>1</b>
<b>Amgevita® and Avsola®</b> .....	<b>2</b>
<b>Brenzys®, Renflexis® and Hadlima®</b> .....	<b>2</b>
<b>Erelzi®</b> .....	<b>3</b>
<b>Glatect®</b> .....	<b>3</b>
<b>Hulio®</b> .....	<b>4</b>
<b>Hyrimoz®</b> .....	<b>4</b>
<b>Idacio®</b> .....	<b>5</b>
<b>Inflectra®</b> .....	<b>5</b>
<b>Riximyo®</b> .....	<b>6</b>
<b>Ruxience®</b> .....	<b>6</b>
<b>Semglee® and Kirsty®</b> .....	<b>7</b>
<b>Simlandi®</b> .....	<b>7</b>
<b>Truxima®</b> .....	<b>8</b>
<b>Yuflyma®</b> .....	<b>9</b>

### **Abrilada®**

Registering to the PfizerFlex Patient Support Program gives:

- Live support for questions about the program or treatment;
- Reimbursement expertise;
- Experienced team members to help you access your medication as quickly as possible;
- Access to a reliable infusion/injection clinic network, staffed by qualified healthcare professionals;
- Practical tools to help you navigate your treatment plan.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-855-935-FLEX (3539)

Fax number: 1-833-958-3539

Website: [www.abrilada.ca](http://www.abrilada.ca)

## **Amgevita® and Avsola®**

Amgen Biosimilar patients, living in Ontario, will receive the same level of support and services that Enbrel® patients have received through the **Enliven program** by Amgen Entrust Patient Support Services over the last 20+ years.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-877-936-2735

Fax number: 1-833-423-0252

E-mail: [amgevita@oneenliven.ca](mailto:amgevita@oneenliven.ca) (for Amgevita®) OR [avsola@oneenliven.ca](mailto:avsola@oneenliven.ca) (for Avsola®) OR [info@oneenliven.ca](mailto:info@oneenliven.ca) (for general inquiries)

Website: [www.amgevita.ca](http://www.amgevita.ca); [www.avsola.ca](http://www.avsola.ca);

## **Brenzys®, Renflexis® and Hadlima®**

HARMONY BY ORGANON Patient Support Program

The HARMONY BY ORGANON™ Patient Support Program provides eligible patients access to:

- A designated HARMONY BY ORGANON™ Coordinator
- Comprehensive reimbursement support and assistance with special authorization (SA) forms
- Financial assistance, temporary bridging, and coverage of additional doses when applicable
- Monitoring and lab testing support
- Vaccination support
- Paid subscription to the Lyfe<sup>MD</sup> app, a lifestyle intervention-based program that focuses on nutrition, yoga, breathing, mindfulness, and physical activity programs.

Additional services for HADLIMA® and BRENZYS®:

- Coordination with patient's preferred pharmacy
- Self-injection training options to help patients get started on treatment
- On-going injection support
- Extended travel assistance program including a travel case and travel documentation

Additional services for RENFLEXIS®:

- Infusion appointment coordination
- Network of approximately 600 clinics across Canada

HARMONY BY ORGANON™ has a Patient Support Team and services to help create a personalized journey for those enrolled. We are an experienced partner that can help you support your patients through customized enrollment options and

transition plans.

To enroll a patient in the HARMONY BY ORGANON™ Patient Support Program, please contact the Program:

Toll free number: 1-866-556-5663 (Monday to Friday 8:00 am to 8:00 pm EST)

Fax number: 1-866-240-4076

E-mail: [info@harmonybyorganon.ca](mailto:info@harmonybyorganon.ca)

### **Erelzi®**

The **XPOSE®** Patient Support Program provides services that are designed to help patients get quickly started with ERELZI® and support them throughout their treatment.

- A dedicated support team that is available to assist patients and Health Care Providers with reimbursement, paperwork, prescription renewal reminders, record keeping of patient documents, and injection training services.
- A seamless enrollment process flexible to Health Care Provider's preference
- Provincially expert reimbursement navigation and adapted financial assistance
- Injection services with tailored options for patient convenience
- Continually updated clinical support services for patients
- Services and support adapted to each patient category and age group
- Health management support and education for physicians, nurses and pharmacists
- Specific services to assist community pharmacists supporting patients on biosimilars

To enroll a patient or have any of your questions answered, please contact the XPOSE® Patient Support Program either through our toll free number or e-mail address and speak with your Case Worker and/or Field Case Manager.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: (888) 449-7673

Fax number: (844) 449-7673

E-mail: [xpose@sandozprogramsupport.ca](mailto:xpose@sandozprogramsupport.ca)

### **Glatect®**

The Ally Patient Support Program has been designed to provide Canadian Multiple Sclerosis RRMS patients and their healthcare professionals, efficient, value-added service aimed at insuring rapid treatment onset and sustained medication compliance on GLATECT. The Ally Patient Support Program consists of:

- Patient Enrolment
- Initial Welcome Call

- Provision of no cost goods support program
- Compliance and Adherence Monitoring through patient follow up calls by ALLY Program Representatives to ensure Patient program satisfaction and medication compliance
- Patient Self-Injection Training upon the first injection by a Nurse or web-based questions (Telephonic or by Field RN's) and subsequent trainings as needed available upon request
- Reimbursement Navigation
- Financial Support
- Reporting of Adverse Events, Product Complaints, Medical information Requests and other reportable safety information.
- Specialty Pharmacy set up

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-833-ALLY100 (1-833-255-9100)

Fax number: 1-833-255-9544

E-mail: [ally@patientassistance.ca](mailto:ally@patientassistance.ca)

Website: <https://qlatect.com/en/all-about-the-ally-program/>

### **Hulio®**

The Viatrix Advocate™ patient support program offers patients prescribed Hulio a dedicated case manager, pre-requisites diagnostic testing support, injection training, reimbursement navigation and financial assistance as needed, flexible medication delivery services and treatment adherence reminder calls.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm (EST)

Toll free number: 1-844-485-4677

Fax number: 1-844-554-8546

E-mail: [hulio@assistprogram.com](mailto:hulio@assistprogram.com)

Website: [www.Hulio.ca](http://www.Hulio.ca)

### **Hyrimoz®**

The **XPOSE®** by Sandoz Patient Support Program provides services that are designed to help patients get quickly started with HYRIMOZ® and support them throughout their treatment.

- A dedicated support team that is available to assist patients and Health Care Providers with reimbursement, paperwork, prescription renewal reminders, record keeping of patient documents, and injection training services.
- A seamless enrollment process flexible to Health Care Provider's preference
- Provincially expert reimbursement navigation and adapted financial assistance

- Injection services with tailored options for patient convenience
- Continually updated clinical support services, including TB testing, fecal calprotectin, TDM
- Services and support adapted to each patient category and age group
- Health management support and education for physicians, nurses and pharmacists
- Specific services to assist community pharmacists supporting patients on biosimilars

To enroll a patient or have any of your questions answered, please contact the XPOSE® by Sandoz Patient Support Program either through our toll free number or e-mail address and speak with your Patient Care Specialist and/or Nurse Case Manager.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: (888) 449-7673

Fax number: (844) 449-7673

E-mail: [xpose@sandozprogramsupport.ca](mailto:xpose@sandozprogramsupport.ca)

### **Idacio®**

KabiCare is a responsive program, tailored to patients and health care providers. Offering high patient satisfaction through single point of contact Case Managers, reimbursement navigation, financial assistance, patient education nursing support as well as other services.

Hours of Operation: Monday to Friday 9:00 am to 5:00 pm

Toll free number: 1-888-304-2034

Fax number: 1-888-304-2014

E-mail: [info@kabicare.ca](mailto:info@kabicare.ca)

Website: [www.kabicare.ca](http://www.kabicare.ca)

### **Inflectra®**

Registering to the PfizerFlex Patient Support Program gives:

- Live support for questions about the program or treatment;
- Reimbursement expertise;
- Experienced team members to help you access your medication as quickly as possible;
- Access to a reliable infusion/injection clinic network, staffed by qualified healthcare professionals;

- Practical tools to help you navigate your treatment plan.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-855-935-3539

Fax number: 1-833-958-3539

E-mail: [inflectra@pfizerflex.com](mailto:inflectra@pfizerflex.com)

Website: [www.pfizerflex.ca](http://www.pfizerflex.ca)

### **Riximyo®**

The **XPOSE®** by Sandoz Patient Support Program provides services that are designed to help patients get started quickly with RIXIMYO® and support them throughout their treatment.

- A dedicated support team that is available to assist patients and Health Care Providers with reimbursement, paperwork, prescription renewal reminders, record keeping of patient documents, and infusion services.
- A seamless enrollment process flexible to Health Care Provider's preference
- Provincially expert reimbursement navigation and adapted financial assistance
- A broad and open patient-centric network of infusion clinics
- Continually updated clinical support services for patients
- Health management support and education for physicians, nurses and pharmacists
- Specific services to assist community pharmacists supporting patients on biosimilars

To enroll a patient or have any of your questions answered, please contact the XPOSE® by Sandoz Patient Support Program either through our toll free number or e-mail address and speak with your Patient Care Specialist and/or Nurse Case Manager.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: (888) 449-7673

Fax number: (844) 449-7673

E-mail: [xpose@sandozprogramsupport.ca](mailto:xpose@sandozprogramsupport.ca)

### **Ruxience®**

Registering to the PfizerFlex Patient Support Program gives:

- Live support for questions about the program or treatment;
- Reimbursement expertise;
- Experienced team members to help you access your medication as quickly as possible;

- Access to a reliable infusion/injection clinic network, staffed by qualified healthcare professionals;
- Practical tools to help you navigate your treatment plan.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-855-935-3539

Fax number: 1-833-958-3539

E-mail: [ruxience@pfizerflex.com](mailto:ruxience@pfizerflex.com)

Website: [www.pfizerflex.ca](http://www.pfizerflex.ca)

### **Semglee® and Kirsty®**

The Viatris Advocate™ program is a financial support program for individuals prescribed a Viatris insulin biosimilar which includes a bridging program and a copay of up to 25%\* of the cost of the prescription.

\*Based on reasonable upcharge, mark-up, and customary pharmacy fee.

*Unique certification number: 00001001VI*

*Group: 37437*

For more information, contact Viatris Customer Service.

Hours of Operation: Monday to Friday 8:30 AM – 4:30 PM EST

Toll free number: 1-800-575-1379

E-mail: [customerservice.ca@viatris.com](mailto:customerservice.ca@viatris.com)

Website: [www.semglee.ca](http://www.semglee.ca) / [www.kirsty.ca](http://www.kirsty.ca)

### **Simlandi®**

JAMP Care provides a comprehensive package of services including:

- Dedicated Local Nurse Field Case Managers, a single point of contact for enrollment support, injection training, and help throughout the patient's journey
- Laboratory and vaccination services, including: routine blood work, TB skin test, Quantiferon Gold (GRA) TB test, TDM, fecal calprotectin, QuantON cal testing, Shingrix, and more (like COVID-19)
- Flexible and easy enrollment process
- Fast reimbursement navigation support
- Bridging (as needed)

- Financial assistance (including Quebec)
- Auxita: The online & EMR PSP platform [Learn more! >](#)
- Patient Mobile First Web app for faster service and communications
- Clinical testing and vaccinations
- For patients:
  - Medication delivery
  - Educational materials
  - Injection training at-home or in-clinic
  - Welcome packages
  - Print & online value-added tools
- Nurse Field Case Manager patient adherence and follow-ups with clinic
- Pharmacy program trained support available as needed
- Nutrition counselling available on demand

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-855-310-5102

Fax number: 1-888-331-3432

E-mail: [jampcare@supportprogram.com](mailto:jampcare@supportprogram.com)

Website: <https://www.jampcare-support.ca/en/simland.html>

### **Truxima®**

A comprehensive program that provides personalized support to patients with rheumatoid arthritis, granulomatosis with polyangiitis (GPA, also known as Wegener's Granulomatosis) and microscopic polyangiitis (MPA) who have been prescribed Truxima®.

Through this simple and effective program, patients can speak directly with an expert case manager for advice and answers to a vast array of questions on related topics, such as product information, symptom management, instructions for the first infusion appointment, and treatment coverage.

Truxima® Teva Support Solutions® (Truxima® TSS) offers the following services to patients currently on Truxima®:

- Unique point of contact
- Reimbursement navigation
- Financial assistance
- Site-of-care coordination
- Infusion appointment scheduling

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-877-714-2469

Fax number: 1-833-981-2254

E-mail: [tss.info@truximacanada.com](mailto:tss.info@truximacanada.com)

Website: <https://www.tevacanada.com/en/canada/our-products/specialty-medicines/patient-support/>

### **Yuflyma®**

Celltrion Healthcare Canada offers CELLTRION CONNECT™, a patient-focused support program tailored to support patients and healthcare providers. The program provides guidance with reimbursement navigation, financial assistance, injection and nurse support services as well as pharmacy support services for patients throughout their treatment.

Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm

Toll free number: 1-855-966-1648

Fax number: 1-855-966-2223

E-mail: [support@celltrionconnect.ca](mailto:support@celltrionconnect.ca)

Website: <https://celltrionconnect.ca/en/yuflyma/>