



The Pharmaceutical Compliance Forum

BEST PRACTICES

COMMUNITY

EDUCATION NETWORKING

2025 PATIENT SERVICES SURVEY RESULTS

Q1: Number of approved products (US):



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
None – we are pre-commercial	0.00%	0
1	52.38%	11
2-4 products	23.81%	5
4-8 products	9.52%	2
8+ products	14.29%	3
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
None – we are pre-commercial	0.00%	0
1	0.00%	0
2-4 products	16.67%	3
4-8 products	27.78%	5
8+ products	55.56%	10
TOTAL		18

Q2: What is your company's approach to case management?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We have an in-house call center (case managers)	19.05%	4
We leverage an external "hub" provider for our case managers	52.38%	11
We leverage both in-house and hub case managers	23.81%	5
We do not have case managers	4.76%	1
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We have an in-house call center (case managers)	11.11%	2
We leverage an external "hub" provider for our case managers	33.33%	6
We leverage both in-house and hub case managers	44.44%	8
We do not have case managers	11.11%	2
TOTAL		18

Q3: Does your company have a field access/reimbursement team?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	76.19%	16
No	23.81%	5
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	83.33%	15
No	16.67%	3
TOTAL		18

Q4: Where does your company's field access/reimbursement team report directly into?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Patient Services	10.53%	2
Market Access	68.42%	13
Commercial leader other than Market Access	0.00%	0
Other (please specify)	21.05%	4
TOTAL		19

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Patient Services	56.25%	9
Market Access	37.50%	6
Commercial leader other than Market Access	0.00%	0
Other (please specify)	6.25%	1
TOTAL		16

Q4: Where does your company's field access/reimbursement team report directly into?



OPEN TEXT COMMENTS:

SMALL COMPANY

- N/A but we are interested in response and discussing because we are adding an FRM team and discussing reporting structure now
- General Manager
- We do not have field access/reimbursement team. Our HUB is managed by Patient Services
- External vendor in partnership with internal Market Access/Reimbursement department

MED/LARGE COMPANY

- N/A

Q5: Is your company's field access/reimbursement team only permitted to engage with HCPs/offices from an approved call list?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes, FRMs may engage with approved HCPs/offices proactively and reactively	63.16%	12
No, FRMs only engage with HCPs/offices reactively	21.05%	4
Other (please specify)	15.79%	3
TOTAL		19

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes, FRMs may engage with approved HCPs/offices proactively and reactively	62.50%	10
No, FRMs only engage with HCPs/offices reactively	6.25%	1
Other (please specify)	31.25%	5
TOTAL		16

Q5: Is your company's field access/reimbursement team only permitted to engage with HCPs/offices from an approved call list?



OPEN TEXT COMMENTS:

SMALL COMPANY

- Follow up as need- rare orphan product and specialty pharmacy.
- We do not have field access/reimbursement team. (2 companies)

MED/LARGE COMPANY

- N/A
- There are specific criteria which support the process for determining which accounts the team can engage with, which support compliant proactive and reactive interactions with accounts.
- We have an approved prescriber list based on specialties. The field access/reimbursement team can provide education to these offices/HCPs related to access.
- Reactively and only after known the prescriber has made the decision to prescribe our product(s).
- FRMs may interact proactively or reactively with HCPs as long as a prescribing decision has been made.

Q6: How are your company's field access/reimbursement teams mobilized or triggered to engage with customers? Select all that apply.



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Reactively, via HCP	0.00%	0
Reactively, via field team	5.26%	1
Reactively, via PSP enrollment	15.79%	3
Proactively, from an approved list of HCPs or accounts	31.58%	6
Other (please specify)	47.37%	9
TOTAL		19

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Reactively, via HCP	0.00%	0
Reactively, via field team	0.00%	0
Reactively, via PSP enrollment	0.00%	0
Proactively, from an approved list of HCPs or accounts	26.67%	4
Other (please specify)	73.33%	11
TOTAL		15

Q6: How are your company's field access/reimbursement teams mobilized or triggered to engage with customers? Select all that apply.



OPEN TEXT COMMENTS:

SMALL COMPANY

- Reactively via HCP and team, proactively from approved list of accounts
- N/A
- We do the first 3 above
- All reactively as listed above
- We do not have field access/reimbursement team.
- All the above. (4 companies)

MED/LARGE COMPANY

- N/A
- Our answer is the first three selections above plus the following - *Proactively with HCPs based on pharmacy data showing a pending prior authorization*
- Engagements with customers includes the following: 1) Reactively, via HCP; 2) Reactively, via field team ; 3) Reactively, via PSP enrollment; 4) there is criteria which provides guidance on proactive engagement (i.e. previous engagement with an account, account currently using a medication the team supports, etc.)
- After Rx is written when there is an access issue (1, 2 & 3 also
- All of the above (6 companies)
- Both proactively and reactively through PSP enrollment or other field teams notification.

Q7: Please select the activities that your company allows its field reimbursement team members to conduct. Select all that apply.



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Conduct an in-service activity with meals or snacks to HCP Offices	22.22%	4
Make proactive calls to offices before a Rx is written	50.00%	9
Call on an office only after a sales representative has completed a product call/education (where a Rx has not been written).	38.89%	7
Introduce the patient support program in a proactive call	38.89%	7
Introduce the patient support program in a reactive call	77.78%	14
Make joint calls together with the sales representative for the account	44.44%	8
Other (please specify)	38.89%	7
TOTAL		56

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Conduct an in-service activity with meals or snacks to HCP Offices	50.00%	8
Make proactive calls to offices before a Rx is written	25.00%	4
Call on an office only after a sales representative has completed a product call/education (where a Rx has not been written).	18.75%	3
Introduce the patient support program in a proactive call	62.50%	10
Introduce the patient support program in a reactive call	81.25%	13
Make joint calls together with the sales representative for the account	6.25%	1
Other (please specify)	50.00%	8
TOTAL		47

Q7: Please select the activities that your company allows its field reimbursement team members to conduct.



OPEN TEXT COMMENTS:

SMALL COMPANY

- Rep does intro and then leaves the room due to PHI
- Once the script is submitted, the FRM team follows-up for pull-thru purposes
- N/A
- Not a field reimbursement team. Rather an inhouse reimbursement specialist- does not go in field- all by phone
- Introduce program after Rx is written
- We do not have field access/reimbursement team.
- Proactive/Reactive in-service program with slide deck (no meals)

MED/LARGE COMPANY

- N/A
- Proactively with HCPs based on pharmacy data showing a pending prior authorization.
- Introduce the patient support program in a proactive call based on specific criteria that has been established and make joint calls with the sales rep for the account for introductions only.
- Make joint call with Sales reps only as introductions. (2 companies)
- The team may engage jointly with a sales specialist however there are restricted topics that may not be discussed with both sales and reimbursement present and both have to remain in the remit of their role if there is a joint engagement scheduled with an office.
- Joint calls for the purposes of introduction only. Neither the TAM nor the Sales Rep can be present for each other's discussion. TAM interactions with HCPs are only appropriate once an HCP has prescribed or has indicated they are intending to prescribe.
- Provide general access/payer education as well as patient-specific case support with proper consent.

Q8: How are your company's access/reimbursement teams incentivized?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
IC plan (please indicate the frequency of payouts and metrics in open text field below)	14.29%	2
Corporate bonus plan (not IC)	85.71%	12
TOTAL		14

Other

- Quarterly at a national level
- MBO'd
- N/A
- Portion corporate, portion MBOs; annual
- Considering IC plan currently
- We do not have field access/reimbursement team.
- Base salary - no bonus opportunity
- Limited participation in other incentives

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
IC plan (please indicate the frequency of payouts and metrics in open text field below)	13.33%	2
Corporate bonus plan (not IC)	86.67%	13
TOTAL		15

Other

- N/A
- Teams are on a semester payout based on specific performance management objectives
- 25% tied to BU performance (multiple products)

Q9: Does your company have a patient call center (also called a Hub)?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes, we have an internal call center	33.33%	7
Yes, we use an external call center	61.90%	13
We do not have a call center	4.76%	1
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes, we have an internal call center	38.89%	7
Yes, we use an external call center	44.44%	8
We do not have a call center	16.67%	3
TOTAL		18

Q10: Does your company's Field access/reimbursement team have access to the same system and patient information as the call center/Hub?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	40.00%	8
No	20.00%	4
We do not have a call center/hub	5.00%	1
Other (please specify)	35.00%	7
TOTAL		20

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	60.00%	9
No	20.00%	3
We do not have a call center/hub	13.33%	2
Other (please specify)	6.67%	1
TOTAL		15



Q10: Does your company's Field access/reimbursement team have access to the same system and patient information as the call center/Hub?

OPEN TEXT COMMENTS:

SMALL COMPANY

- The field reimbursement team has access to part of the same system as the Hub
- FRMs have access to a subset of PHI only necessary for pull thru
- Some of the information is the same, some is segregated.
- They will work together to bridge gaps between the Hub and HCP offices from a contact perspective
- Access to a different system with integration of data from HUB
- We do not have field access/reimbursement team. (2 companies)

MED/LARGE COMPANY

- The field access & reimbursement team has access to the same patient info as the PSP hub; however, if we're referring to the internal patient call center, that team has access to their own CRM for tracking and addressing calls/inquiries from healthcare stakeholders.

Q11: Is your company's sales team able to have direct communication with the call center case managers (internal or external hub)?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	42.86%	9
No	52.38%	11
We do not have a call center/hub	4.76%	1
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	6.25%	1
No	81.25%	13
We do not have a call center/hub	12.50%	2
TOTAL		16

Q12: If your company's sales team is able to have direct communications with the call center case managers (internal or external hub), how does that communication occur? Select all that apply.



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	12.50%	2
Phone - recorded line	18.75%	3
Phone – non recorded line	43.75%	7
Email	50.00%	8
Text	12.50%	2
Video Conferencing Platforms (Teams, Zoom etc)	37.50%	6
Region/area cross-functional meetings	37.50%	6
Other (please specify)	31.25%	5
TOTAL		39

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	20.00%	2
Phone - recorded line	20.00%	2
Phone – non recorded line	10.00%	1
Email	10.00%	1
Text	0.00%	0
Video Conferencing Platforms (Teams, Zoom etc)	0.00%	0
Region/area cross-functional meetings	0.00%	0
Other (please specify)	70.00%	7
TOTAL		13

Q12: If your company's sales team is able to have direct communications with the call center case managers (internal or external hub), how does that communication occur?



OPEN TEXT COMMENTS:

SMALL COMPANY

- Not allowed to contact call center (2 companies)
- Sales team does not communicate with the HUB. (2 companies)
- N/A

MED/LARGE COMPANY

- N/A (3 companies)
- Internal hub only
- Triaged through Market Access team
- We do not allow direct contact between the sales team and the Hub. (2 companies)

Q13: If your company's sales team is able to have direct communications with the call center case managers (internal or external hub), what guardrails do you have in place to ensure compliance? Select all that apply.



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	6.67%	1
Calls are recorded and monitored	6.67%	1
Training on appropriate communication	40.00%	6
Limit on time/frequency of calls that can be made (xx calls per day/week)	6.67%	1
Other (please specify)	53.33%	8
TOTAL		17

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	20.00%	2
Calls are recorded and monitored	20.00%	2
Training on appropriate communication	30.00%	3
Limit on time/frequency of calls that can be made (xx calls per day/week)	0.00%	0
Other (please specify)	60.00%	6
TOTAL		13

Q13: If your company's sales team is able to have direct communications with the call center case managers (internal or external hub), what guardrails do you have in place to ensure compliance?



OPEN TEXT COMMENTS:

SMALL COMPANY

- Only communications are around identifying person in office who handles access issues-educates on program but nothing more
- Recurring weekly call with both teams
- Case managers do not respond other than to acknowledge receipt
- Only occurs during cross-functional team interactions with patient services and reimbursement personnel.
- N/A
- Sales team does not have direct communications with the call center. (2 companies)
- Not permitted

MED/LARGE COMPANY

- It's variable by program. Some programs record calls and review recordings others use random monitoring.
- N/A (3 companies)
- We do not allow direct contact between the sales team and the Hub (2 companies)

Q14: If your company has an external hub/call center, do you require both parties (HCP and Patient) to sign the form before the internal patient services team receives it?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	5.56%	1
Yes	50.00%	9
No	22.22%	4
Other (please specify)	22.22%	4
TOTAL		18

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	13.33%	2
Yes	60.00%	9
No	13.33%	2
Other (please specify)	13.33%	2
TOTAL		15

Q14: If your company has an external hub/call center, do you require both parties (HCP and Patient) to sign the form before the internal patient services team receives it?



OPEN TEXT COMMENTS:

SMALL COMPANY

- We do not have an external hub/call center. (2 companies)
- Case Managers receive submitted forms. Some forms do not have HCP and patient signatures. Case Managers can follow-up to obtain signatures, but nothing further until full consents are received
- We receive de-identified information only via a data aggregator

MED/LARGE COMPANY

- We have both, but not for the same product.
- An HCP may submit a referral to our company without patient signature (i.e., the patient has not yet enrolled in our hub services). At this point in time, the referral would be triaged to the SP. The hub then has an opportunity to reach out to the patient up to 3 times to get consent and authorization before the case is closed and no further reach out occurs.

Q15: Does your company have 24/7/365 internal patient service support/call center?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	4.76%	1
Yes	23.81%	5
No, please provide details	71.43%	15
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	18.75%	3
Yes	25.00%	4
No, please provide details	56.25%	9
TOTAL		16

Q15: Does your company have 24/7/365 internal patient service support/call center?



OPEN TEXT COMMENTS:

SMALL COMPANY

- Call center is available during specified days/hours
- Monday - Friday 8am to 8pm ET (2 companies)
- No internal call center
- The call center is open Monday to Friday, 9 AM to 6 PM ET, (2 companies)
- Hours are during working hours across time zones
- We have an external call center that is not 24/7/365
- External call center
- No internal; external hours are 8am-8pm, M-F
- We have a customer service team that can be reached anytime, but they are not involved with patient support.
- Only available during normal business hours (3 companies)
- Outside of business hours: voicemail and email

MED/LARGE COMPANY

- Office hours & take holidays.
- Internal call center does not operate 24/7/365.
- We do have an internal patient support/call center but they are only open at designated times on weekdays so not 24/7.
- Can leave message outside of operating hours.
- Messages may be left outside of HUB open hours.
- 9am - 8 pm EST.
- No – we operate just during business hours.
- Business hours are M-F, 8-6 ET, excluding holidays.
- External

Q16: If your company uses an external hub provider and a patient opts out of your program, where does the opt out go?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Hub	42.11 %	8
Internal team	5.26%	1
Both	26.32%	5
We do not use an external hub provider	26.32%	5
TOTAL		19

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Hub	15.38%	2
Internal team	15.38%	2
Both	53.85%	7
We do not use an external hub provider	15.38%	2
TOTAL		13

Q17: If your company has an internal hub/call center, what other internal and external roles can this team speak with? Select all that apply.



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	11.76%	2
External: Patient	70.59%	12
External: HCP	70.59%	12
External: Payer	64.71%	11
Internal: Sales representative	41.18%	7
Internal: Key Account Manager (KAM)	17.65%	3
Internal: Field Medical	23.53%	4
Internal or External Other (please specify)	29.41%	5
TOTAL		56

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	21.43%	3
External: Patient	71.43%	10
External: HCP	71.43%	10
External: Payer	64.29%	9
Internal: Sales representative	21.43%	3
Internal: Key Account Manager (KAM)	7.14%	1
Internal: Field Medical	7.14%	1
Internal or External Other (please specify)	50.00%	7
TOTAL		44

Q17: If your company has an internal hub/call center, what other internal and external roles can this team speak with?



OPEN TEXT COMMENTS:

SMALL COMPANY

- Field Reimbursement Team
- Our internal Manager of Patient Access who manages our Specialty Pharmacy and Patient Services Hub
- Higher level management on a de-identified patient basis
- Patient Engagement
- External hub only

MED/LARGE COMPANY

- External - Caregivers; Internal - field patient support personnel
- Field Reimbursement Manager (FRM) (2 companies)
- Field Reimbursement Team (2 companies)
- We have an internal hub comprised of several different roles. Patient Navigators engage with patients. We have an access team that engages with HCPs, Payers and SPs.
- Internal: Field Reimbursement Manager, Payer & Channel Directors (non-PHI) / External: Affordability vendors, SPPs

Q18: If your company has an external hub, how do you communicate between hub and internal team if a patient passes away and is removed from the database?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	100.00%	2
TOTAL		2

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have a call center	100.00%	2
TOTAL		2

Q18: If your company has an external hub, how do you communicate between hub and internal team if a patient passes away and is removed from the database?



OPEN TEXT COMMENTS:

SMALL COMPANY

- This would be notated in the file and reported to Pharmacovigilance
- N/A, not yet determined, but the hub would tell the Patient Education Manager
- The Specialty Pharmacy manages interactions with Pharmacovigilance and communicates all discontinuations with our Manager of Patient Services
- Haven't encountered this situation
- Send "patient no longer on therapy" notice; no indication for the reason
- External hub provides data status updates to department that manages them.
- Information would be in the data reporting.
- Manufacturer receives communication "discontinued", sub-reason "deceased"

MED/LARGE COMPANY

- Record is updated and reported as safety event as per PV requirements
- Tasks completed and captured within system of record, (e.g., rx is deactivated, application/profile deactivated, all other compliance requirements completed (e.g., report safety event, etc.)).
- We follow a structured internal communication process, as outlined in our PSP Communication SOPs, sign-off workflows, and contracts.
- The case will be closed
- We do not communicate
- Similar process to opt-out with note in case file
- External HUB notifies Internal team
- Patient opt-in/opt-out statuses are shared through daily file transfers.

Q19: Does your company have a single form for prescriber and patient consent?

SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	52.38%	11
No	23.81%	5
Other (please specify)	23.81%	5
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	37.50%	6
No	50.00%	8
Other (please specify)	12.50%	2
TOTAL		16

OTHER

- It's one form but the patient and prescriber sign on different pages.
- patient only
- Depends on product and hub type
- There is both single and separate form options
- we do not offer specialty patient services

OTHER

- Yes, but the patient can also provide a separate consent if needed.
- We have a single patient consent form attached to individual referral forms for our different products. We also have a single standalone patient consent form.

Q20: Does your company's sales representatives see any de-identified details around unconsented patients in their dashboards?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	23.81%	5
No	76.19%	16
Other (please specify)	0.00%	0
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	17.65%	3
No	82.35%	14
Other (please specify)	0.00%	0
TOTAL		17

Q21: Does your company offer direct-to-patient services (e.g., telehealth, medication delivery, and patient support programs) aimed at improving patient access, adherence, and overall health outcomes?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	85.71 %	18
No	14.29 %	3
We do not have direct-to patient services	0.00 %	0
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	82.35 %	14
No	5.88 %	1
We do not have direct-to patient services	11.76 %	2
TOTAL		17

Q22: If your company offers direct-to-patient services, which services do you provide or are thinking of providing? Select all that apply.



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have direct-to patient services	14.29%	3
Telehealth,	4.76%	1
Medication delivery	38.10%	8
Appointment scheduling	14.29%	3
Transportation	14.29%	3
Benefits verification	85.71%	18
Patient education	76.19%	16
TOTAL		52

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
We do not have direct-to patient services	12.50%	2
Telehealth,	25.00%	4
Medication delivery	31.25%	5
Appointment scheduling	6.25%	1
Transportation	12.50%	2
Benefits verification	68.75%	11
Patient education	75.00%	12
TOTAL		37

Q23: Does your company provide starter products, to patients to bridge insurance coverage gaps?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	52.38%	11
No	42.86%	9
Thinking About it	4.76%	1
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	88.24%	15
No	11.76%	2
Thinking About it	0.00%	0
TOTAL		17

Q24: If your company does provide starter products, what is the time period for doing so?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Up to 6 months	0.00%	0
Up to 1 year	0.00%	0
Other (please specify)	100.00%	17
TOTAL		17

Other

- We do not have a fast start program
- One dose
- We do not provide a starter product but do provide a bridge once patients are established on therapy to cover insurance gaps
- N/A (4 companies)
- up to 3 months (2 companies)
- 30 days plus depending on access issues. Can be up to three months
- can vary depending on the patient situation
- Until insurance outcome is complete
- Depending on insurance delay (no more than 3 months)
- up to 30 days
- 30-60 days
- We don't provide starter products.
- 4 weeks

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Up to 6 months	33.33%	5
Up to 1 year	6.67%	1
Other (please specify)	60.00%	9
TOTAL		15

Other

- Up to 2 months
- Up to 2 years
- Timeframe depends on the product
- N/A
- Limited fill threshold
- Up to an allowable annual limit
- Approved by Brand - typically up to 1 year
- We offer bridge for existing patients for up to 30 days (a standard one-time fill)
- Limited product availability only until insurance barrier has been resolved

Q25: Is your company's Patient Support Program enrollment limited to patients prescribed the product with an approved label indication?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes, enrollment is strictly limited to patients with an approved label indication	57.14%	12
No, enrollment criteria are broader and not limited to the approved label indication	14.29%	3
Enrollment criteria vary depending on the specific PSP and product involved	9.52%	2
We do not have a Patient Support Program	19.05%	4
Other (please specify)	0.00%	0
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes, enrollment is strictly limited to patients with an approved label indication	58.82%	10
No, enrollment criteria are broader and not limited to the approved label indication	11.76%	2
Enrollment criteria vary depending on the specific PSP and product involved	23.53%	4
We do not have a Patient Support Program	0.00%	0
Other (please specify)	5.88%	1
TOTAL		17

Q26: If your company's Patient Support Program enrollment is not limited to patients prescribed the product with an approved label, what type of patient support programs or resources are available to this patient population? Select all that apply.



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Education support and adherence (Nursing support/hotline, injection training, titration support)	15.38%	2
Patient education materials and resources	38.46%	5
Reimbursement support/information	23.08%	3
Copay assistance	30.77%	4
Free-drug programs (Bridge, vouchers)	23.08%	3
Patient Assistance Programs (PAP)	30.77%	4
We do not have a Patient Support Program	23.08%	3
Other (please specify)	38.46%	5
TOTAL		29

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Education support and adherence (Nursing support/hotline, injection training, titration support)	33.33%	3
Patient education materials and resources	33.33%	3
Reimbursement support/information	11.11%	1
Copay assistance	66.67%	6
Free-drug programs (Bridge, vouchers)	11.11%	1
Patient Assistance Programs (PAP)	55.56%	5
We do not have a Patient Support Program	0.00%	0
Other (please specify)	22.22%	2
TOTAL		21



Q26: If your company's Patient Support Program enrollment is not limited to patients prescribed the product with an approved label, what type of patient support programs or resources are available to this patient population?

OPEN TEXT COMMENTS:

SMALL COMPANY

- We do not have programs designed for patients who are not within label
- N/A (3 companies)
- We do limit to indication

MED/LARGE COMPANY

- This is very program dependent. Not all PSPs are the same. In general, if a prescriber has prescribed a product, it's reported as a reportable event as per PV requirements and the patient can be helped by the PSP.
- N/A

Q27: Does your company exclude patients with Commercial insurance from their eligibility criteria of their Patient Assistance Programs?



SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	9.52%	2
No	71.43%	15
We do not have a Patient Assistance Program	19.05%	4
TOTAL		21

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Yes	31.25%	5
No	68.75%	11
We do not have a Patient Assistance Program	0.00%	0
TOTAL		16



Q28: What FPL% (federal poverty level) does your company use for Patient Assistance Program eligibility?

SMALL COMPANY

ANSWER CHOICES	RESPONSES	#
Less than 299%	5.00%	1
300%	10.00%	2
400%	20.00%	4
500%	25.00%	5
More than 500%	20.00%	4
We do not have Patient Assistance Programs	20.00%	4
TOTAL		20

MED/LARGE COMPANY

ANSWER CHOICES	RESPONSES	#
Less than 299%	18.18%	2
300%	9.09%	1
400%	36.36%	4
500%	27.27%	3
More than 500%	9.09%	1
We do not have Patient Assistance Programs	0.00%	0
TOTAL		11