

Navigating insurance can feel like a maze.

Our friendly patient support team at IDELVION Connect℠ can help you get the answers you need quickly.

Call **1-800-676-4266** to speak with an IDELVION Connect Case Manager.

COMMON QUESTIONS *asked by patients and caregivers*

- ***Am I eligible*** for co-pay assistance for $0 out-of-pocket expenses?
- I may have a ***lapse in insurance***, how do I still receive my treatments?
- I heard my ***insurance coverage is changing***. Can you help me understand what this means?
- My employer is offering ***new insurance companies*** during enrollment this year. Will this impact me?

RECEIVE PERSONALIZED 1:1 SERVICE AND A RANGE OF RESOURCES

INSURANCE SUPPORT

100% of patients received assistance solving insurance questions

COPAY SUPPORT

82% of patients use assistance for copay enrollments

INSURANCE GAP COVERAGE

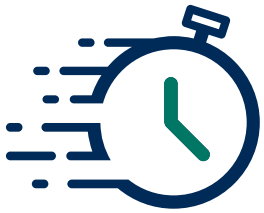
100% of patients were covered when a lapse in private insurance coverage occured

YOUR TIME MATTERS.
LET US DO THE WORK.



LIVE AGENT

All calls are answered by a **US-based** patient service team*



SPEED TO ANSWER

On average calls are answered within **13 seconds or less**



CALL TIME

Calls last on average **less than 8 minutes** to answer questions and resolve issues

Call 1-800-676-4266

to speak with an IDELVION Connect Case Manager right away. We can answer any other questions you may have about the program.

*During business hours Monday – Friday 8 AM – 8 PM Eastern Time

Statistics based on IDELVION Connect data compiled from May 2020 through July 2024

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