

# CareConnect Personalized Support Services

Individualized Support for Rare Disease

# Welcome to CareConnect

Personalized support services  
for rare disease

## WHAT'S INSIDE

Overview . . . . .	3
About lysosomal storage disorders . . . . .	4
Our services . . . . .	5
Education resources . . . . .	6
Health insurance & financial access . . . . .	8
Your dedicated team . . . . .	9
Sanofi's impact & legacy . . . . .	10

## CONNECT FOR SUPPORT TODAY

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)



**Mavish**  
**LIVING WITH MPS I**

MPS I may also be known as Hurler, Hurler-Scheie, and Scheie syndrome.

## We're here for you

Navigating life with a rare disease? We want you to know you aren't alone. You have an experienced team ready to provide you with individualized support.

CareConnect Personalized Support Services is a Sanofi-sponsored support program for people with lysosomal storage disorders (LSDs) and their families. We offer personalized disease education, information about treatment options, and resources that can help you with access to treatment.

Backed by more than 40 years in rare disease healthcare, your dedicated CareConnect team is by your side with services tailored specifically and uniquely to you.

**CONNECT FOR SUPPORT TODAY**

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)

*Participation in CareConnect is free, voluntary, and confidential*

**careconnect**<sup>™</sup>  
PERSONALIZED SUPPORT SERVICES

## CareConnect offers support for eligible patients living with certain LSDs

- 1 ASMD (acid sphingomyelinase deficiency)
- 2 Fabry disease
- 3 Gaucher disease type 1
- 4 MPS I (mucopolysaccharidosis type I)
- 5 Pompe disease

## About lysosomal storage disorders

Lysosomal storage disorders (LSDs) are a group of rare genetic conditions that can affect various organs in the body. Within organs are cells, and almost all human cells have lysosomes. Lysosomes contain many enzymes that are responsible for breaking down substances.

An LSD occurs when there is not enough of one of these types of enzymes. The enzyme deficiency causes the substance to build up in the cell, which leads to the signs and symptoms of the LSD. These conditions can be serious and sometimes life-limiting. However, once diagnosed, many LSDs can be managed.

### CONNECT FOR SUPPORT TODAY

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)

# Connect to select your customized support

CareConnect is a free program dedicated to supporting eligible patients with a continuum of care and community. We'll tailor our services to offer the support and resources that matter to you.

*To ensure optimal communication between you and your CareConnect team, our bilingual Case Managers and Patient Education Liaisons are able to provide in-person and telephone interpretation services in Spanish.*



## Team

Tap into a team committed to supporting you along each step of your treatment journey.



## Resources

Find educational resources for you, your family, and anyone in your life who might want to learn more about your lysosomal storage disorder and treatment.



## Access

Leverage the expertise of your CareConnect team to help you learn how to access treatment and understand your insurance options and available financial assistance.



## Coordination

Work with our experienced team for your care coordination to assist you with life transitions that impact your access to treatment or insurance, such as planning care during travel or insurance changes.



## Community

Join a supportive community of individuals who live with lysosomal storage disorders.

## Enrollment

The CareConnect program is free, voluntary, and confidential. To enroll, simply contact our team directly.

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)

# Education that meets you where you are

When living with a rare disease, it can be challenging to find reliable information. CareConnect is a trusted resource that can provide personalized information and education to help eligible patients navigate the complexity of their rare disease.



## Disease and treatment education for you and your family

CareConnect can help you and your family understand the condition, its symptoms, and the available treatment options. Our team focuses on explaining things in a way that makes them easy to understand through in-person or virtual meetings or phone calls.



## Information for your community

We can coordinate meetings at your school or place of employment to help teachers, coworkers, supervisors, and others in your community understand the condition, ways you or your loved one can be supported, and any accommodations that are relevant.



## Understanding inheritance

We can review how a disease may run in your family and help you identify additional family members who may be at risk for a lysosomal storage disorder.



## Information about genetic testing

We can provide an overview of the different types of genetic testing and help locate a healthcare provider who can determine the most appropriate type of testing for you and your family.



## Ongoing education to address changing needs

CareConnect provides a range of programs and other support offerings that can address your individual needs today and as they change over time.

**CONNECT FOR SUPPORT TODAY**

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)

# When it comes to navigating health insurance, you're not alone

Understanding health insurance can be challenging. Having a rare condition can make things more complicated. Your CareConnect team will work closely with you, your family, and your insurance company to help make sure you get the support and care you need.

## CONNECT FOR SUPPORT TODAY

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)



**Alfie**  
LIVING WITH  
ASMD

## Helping you understand your insurance

- 1 Educate you about your insurance coverage and how it relates to your treatment plan.
- 2 Verify your insurance benefits to determine coverage.
- 3 Assist in coordinating required authorizations and referrals.
- 4 Help you understand your insurance options during the open enrollment period.
- 5 Guide you through denied claims and the appeals process.
- 6 Help you navigate insurance during relocation or significant life events, such as job changes, the birth of a child, or other family changes.

# If affordability is an obstacle, CareConnect may be able to help

CareConnect offers programs that may be able to help eligible patients manage out-of-pocket costs related to their therapy. If you cannot access treatment through your health plan or do not have healthcare coverage, we may be able to help.

## CareConnect Copay Program\*

The CareConnect Copay Program helps eligible patients in the U.S. who are prescribed certain Sanofi therapies pay for eligible out-of-pocket drug costs and specified infusion-related charges, including copays, coinsurance, and deductibles, up to the program maximum.

## CareConnect Patient Assistance Program

The CareConnect Patient Assistance Program was established in the U.S. to provide certain Sanofi therapies at no cost to eligible patients who do not have health insurance or cannot access an eligible product under the terms of their insurance plan. This program is considered a temporary solution until coverage can be secured.

## Additional Assistance Programs

CareConnect offers additional programs designed to solve obstacles you may encounter while accessing and maintaining therapy.

\*Not valid for prescriptions paid, in whole or in part, by Medicaid, Medicare, VA, DOD, TRICARE, or other federal or state programs including any state pharmaceutical assistance programs. No claim for reimbursement of any out-of-pocket costs covered by the Copay Program may be submitted to any third-party payer, whether public or private, including but not limited to patients' insurance, Flexible Spending Account (FSA), or Health Savings Account (HSA), or any other type of medical savings account. This program is not valid where prohibited by law, taxed, or restricted. Sanofi reserves the right to rescind, revoke, terminate, or amend this offer, eligibility, and terms of use at any time without notice. Any savings provided by the program may vary depending on patients' out-of-pocket costs. Patients will receive all program details upon registration.



**Raymond**  
**LIVING WITH POMPE**

Pompe affects approximately  
1 in 40,000 births in the U.S.



# A dedicated team by your side

Your CareConnect team will work closely with you and your family to help make sure you get the support and care you need. From understanding insurance to understanding treatment; from coordinating care to coordinating information sessions with your community, your CareConnect team can assist you with many of the aspects of living with a rare disease.

## Case Manager

Case Managers have deep experience in the healthcare system and are ready to work closely with you and your family to provide care coordination. They also have experience with health insurance and navigating the healthcare system. They can assist with how to handle out-of-pocket costs or can help you understand your options if you are without insurance.

## Patient Education Liaison

Patient Education Liaisons (PELs) have clinical back-grounds in nursing or genetic counseling. PELs are regionally based and available to provide in-person disease and treatment education. They can also help you understand how the disease may be passed on in families and complete a medical family tree by request.



Luis  
LIVING WITH  
GAUCHER

## Have a question?

### ASK YOUR CASE MANAGER ABOUT:

- Health insurance
- Financial assistance
- Care coordination

### ASK YOUR PATIENT EDUCATION LIAISON (PEL) ABOUT:

- Disease & treatment education
- Inheritance information
- Assessments and testing

### CONNECT FOR SUPPORT TODAY

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)

## 40 years: A legacy of hope, progress, and impact

Sanofi is a pioneer in developing and delivering transformative therapies for people affected by rare diseases.

Perhaps our most rewarding contributions to the rare disease healthcare space are enzyme replacement therapy (ERT) and substrate reduction therapy (SRT)—now standard treatments for lysosomal storage disorders.

Sanofi's work on rare diseases has not only brought forth new treatments but it has also helped advance scientific understanding of these conditions. Our research has led to new insights into the biology of rare diseases, helping pave a future for new and better treatments to be developed.

Our commitment does not stop with treatment. Sanofi offers a variety of resources and support services to help patients and their families post-diagnosis. We also work closely with advocacy organizations to raise awareness and advocate for improved access to care.

CareConnect Personalized Support Services is a part of Sanofi's legacy of innovation, compassion, and dedication to improving the lives of people affected by rare diseases. Our work is making a difference in the world, but our ultimate goal is to make a difference for you.

**sanofi**

Signe  
Living with Fabry

**careconnect**<sup>™</sup>  
PERSONALIZED SUPPORT SERVICES

**CONNECT FOR SUPPORT TODAY**

Call 1-800-745-4447, option 3  
or email [info@CareConnectPSS.com](mailto:info@CareConnectPSS.com)

**sanofi**

©2023 Genzyme Corporation. All rights reserved.  
CareConnect Personalized Support Services is a trademark of Sanofi  
or an affiliate. Sanofi is a registered trademark of Sanofi or an affiliate.  
MAT-US-2311220-v1.0 12/2023

