A GUIDE FOR PATIENTS AND FAMILIES

Introducing careconnect PSS®
Personalized Support Services
CareConnectPSS: INDIVIDUALIZED SUPPORT FOR RARE DISEASE

CareConnectPSS represents Sanofi Genzyme’s more than 35-year commitment to supporting the rare disease community. Whether you are newly diagnosed or already receiving treatment, your CareConnectPSS team will work closely with you and your family to ensure you receive the confidential and personalized support you need.

- Participation in CareConnectPSS is free, voluntary, and confidential
- CareConnectPSS is designed to support each patient’s unique journey to help them overcome challenges related to living with a rare disease

Support Through Life’s Changes

CareConnectPSS is a nationwide patient support program that provides access to a variety of resources. We have a dedicated team who will work with you to know your specific needs. We understand that circumstances in your life may change and we are here to help you address these challenges.

As you move from diagnosis to treatment, your dedicated CareConnectPSS team will be by your side. We will work with you individually and offer educational support that can be tailored to your unique needs.

Newly diagnosed?
We can provide in-person education as well as disease-specific resources.

Just starting treatment?
We can help make it easier by assisting with insurance verification and helping you understand your coverage. We can also help you manage out-of-pocket costs, unforeseen financial challenges, and can provide answers to disease- and treatment-specific questions.

Traveling or moving?
We can help you find treatment centers and other resources. Through our care coordination, we can assist with treatment site changes, home infusion transitions, moves, vacations, and any other logistical challenges related to your care.

In need of assistance with family matters?
Whether you are planning on starting a family or want more information for your siblings or relatives, we can provide information on medical family trees, genetic testing, and diagnostic labs.

Insurance changes?
We can also assist with insurance matters related to changes in employment, marital, or dependency status, or if you now qualify for Medicare, Medicaid, or other insurance options. We can help ensure a smooth transition from old insurance to new.
Care Coordination

Your CareConnectPSS team can also provide assistance in finding a medical facility with experts who understand your specific healthcare needs and can best help manage your condition.

- For example, CareConnectPSS Case Managers work closely with you and your family to help identify a treatment facility
- You and your doctor will make all of your health and treatment-related decisions

If you would like assistance from CareConnectPSS, any help we provide includes your confidentiality as a priority and no information is shared with anyone without your consent.

- Regardless of how communication is made—in person, or via phone, text, or email—interactions with your CareConnectPSS team are strictly confidential
- Our care coordination is voluntary and you are not obligated to work with us regarding your health, treatment, and/or follow-up

Meet Your CareConnectPSS Team

Your Case Manager:
- is your primary point of contact at Sanofi Genzyme
- provides care coordination to support you and your family
- has expertise in health insurance and navigating the healthcare system
- assists with how to handle out-of-pocket costs or can help you understand your options if you are without insurance

Your Patient Education Liaison (PEL):
- is available to provide in-person disease and treatment education to you, your family, and others (eg, schools and employers)
- can help you understand how the disease is passed on in families and complete a medical family tree, if you are interested
- has a background in nursing and/or genetic counseling
- is regionally based

Your CareConnectPSS team is here and ready to help.
NOW YOU KNOW SOMEONE WHO KNOWS INSURANCE

How Can My Case Manager Help Me?

Resource support:
CareConnectPSS Case Managers can connect you with local and national resources that may be available to support you and your family.

Insurance coverage:
Your Case Manager can:

• Verify insurance benefits to determine coverage and assist you in securing required authorizations and referrals
• Help you understand your insurance options during open enrollment or other times when you have the opportunity to change your insurance
• Educate you about your insurance coverage and how it relates to your treatment plan
• Provide insurance verification and coordination when moving permanently or temporarily (e.g., seasonally, college)

Financial assistance:
Your Case Manager can help you understand and manage the costs related to treatment, including follow-up on denied claims and appeals, and refer you to financial assistance programs, such as the CareConnectPSS Co-Pay Assistance Program (if eligible).

Multilingual services:
To ensure optimal communication between you and your CareConnectPSS team, bilingual Case Managers and Patient Education Liaisons are able to provide in-person and telephone interpretation in Spanish. In addition, professional telephone interpretation services can be provided for other requested languages.
How Your Patient Education Liaison Can Help

Hearing the news that you, a family member, or a loved one has a rare and serious health condition can be frightening and possibly overwhelming. You may find that it can be difficult to explain this condition to others and that many people—including friends, family, and even healthcare professionals—have not heard of it, or have limited or incorrect information.

Setting Up Meetings and Presentations

Your PEL—along with other members of your CareConnectPSS team—can have telephone conversations or face-to-face meetings with you and your family, including disease-specific discussions about your disease, its stages of progression, and the unique challenges that you and your family may encounter.

At your request, your PEL can also help coordinate meetings with school or college teachers, coworkers, supervisors, or other members of your support community to help them better understand your diagnosis and the challenges you face. Again, these kinds of meetings would only be held at your request and with your permission.

Working with Families to Understand Inheritance

Your PEL can work with you and your family to understand disease inheritance by using tools such as a medical family tree to help identify additional family members who may be at risk for a lysosomal storage disease.
Helping Out When It’s Needed Most

Your CareConnectPSS team will work closely with you, your family, and your insurance company to help make sure you get the support and care you need.

If you’re in need of financial assistance to access treatment, CareConnectPSS may be able to help.

**CareConnectPSS Co-Pay Assistance Program**

- This program helps eligible US individuals, who are prescribed one of Sanofi Genzyme’s treatments, pay for their eligible, out-of-pocket, drug-related expenses, including co-pays, coinsurance, and deductibles.
- To be eligible, you or your child must have commercial insurance, have prescription drug coverage, must be prescribed one of Sanofi Genzyme’s treatments,* and must be a resident of the United States.
- The program is not valid for prescriptions eligible to be reimbursed, in whole or in part, by Medicaid, Medicare (including Medicare Part D), or other federal or state programs (including any state prescription drug assistance programs).
- Your CareConnectPSS Case Manager can provide more information about the Co-Pay Assistance Program and the application process, or you can call 1-800-745-4447, Option 3.

*The CareConnectPSS Co-Pay Program is available only in the United States and cannot be combined with any other rebate/coupon, free trial, or similar offer. Co-pay benefits are not transferable. This program assists patients with their out-of-pocket drug costs for their prescribed Sanofi Genzyme treatment only and does not cover or provide support for the cost of MD office visits/evaluations, nursing services/observation periods, blood work, x-rays or other testing, premedications/other medications, EpiPens®, transportation or other related services. No claim for reimbursement of any out-of-pocket expense covered by the CareConnectPSS Co-Pay Program may be submitted to any third-party payer, whether public or private. Sanofi Genzyme reserves the right to make eligibility decisions, set program maximums, and rescind, revoke, or amend this program without notice.

**Sanofi Genzyme Charitable Access Program**

- This program was established in the United States to provide Sanofi Genzyme’s therapies to eligible individuals who do not have health insurance or have inadequate coverage for treatment.
- It is considered a temporary solution until long-term, sustainable coverage can be secured.
- Your CareConnectPSS Case Manager can provide more information about the program and the application process.

**Additional Assistance Programs**

CareConnectPSS Case Managers can provide you with options for additional patient assistance programs that may offer financial support for some out-of-pocket expenses, if eligible.
Educational Resources and More

Through CareConnectPSS, you can access a range of programs and other support offerings to address your individual needs. Examples of these offerings include:

**Journey Ahead**
For younger patients ages 16 to 26, we provide specialized, confidential support through the Journey Ahead resources to help empower them to take charge of their health and make informed healthcare decisions.

**Perspectives**
Additional support and patient education are available through unique forums where patients and families learn from one another. Perspectives offers various in-person meetings and group discussions related to living with a chronic illness, where you can learn tips to help you better manage everyday challenges of your disease.

**Text and Email Updates**
Information about your particular disease and/or treatment may be available via monthly emails or periodic mobile text messages.

Contact your CareConnectPSS Case Manager to learn more about these offerings.

**Additional Sanofi Genzyme Resources**

**Sanofi Genzyme Registry Programs**
Sanofi Genzyme sponsors and manages four important registry programs to gather information to improve the understanding and evaluate the treatment of these rare diseases. Each disease registry is a global, observational database for gathering this critical information.

Information submitted to the Registry will be maintained in a confidential manner.

**Sanofi Genzyme Patient Advocacy**
Sanofi Genzyme’s Patient Advocacy Department supports the US patient community through collaborations with patient organizations to support and advocate for the needs of people affected by rare genetic diseases.
Getting Started

Your entire CareConnectPSS team is committed to supporting you and your family’s needs. Just contact your CareConnectPSS Case Manager at 1-800-745-4447 and select Option 3. We’re at your side and ready to help.

My CareConnectPSS Team

My CareConnectPSS Case Manager:
Name: __________________________
Phone: __________________________ Email: __________________________

My CareConnectPSS Patient Education Liaison:
Name: __________________________
Phone: __________________________ Email: __________________________

My Healthcare Team

My personal physician(s):
Name: __________________________
Phone: __________________________ Email: __________________________

Name: __________________________
Phone: __________________________ Email: __________________________

Name: __________________________
Phone: __________________________ Email: __________________________

Notes and Resources

For any questions or concerns, or to report side effects with a Sanofi Genzyme product while enrolled in CareConnectPSS, please contact 1-800-745-4447, Option 3.
JUST A PHONE CALL
OR EMAIL AWAY

Whether your needs are large or small, your CareConnectPSS team will work closely with you and your family to ensure you receive the confidential and personalized support you need. To learn more about our range of support offerings, or to reach your CareConnectPSS Case Manager, please call 1-800-745-4447, and select Option 3, or email us at Info@CareConnectPSS.com.

For more information, visit us at www.CareConnectPSS.com.