

Dedicated Support for  
**Patients and Families**

Actor portrayal

 **Bylvay**<sup>®</sup>  
(odevixibat)  
200 | 400 | 600 | 1200 mcg capsules

**IPSEN**CARES<sup>®</sup>  
Coverage, Access, Reimbursement & Education Support

**We're here when you need us.**  
IPSENCARES.com | (866) 435-5677



Actor portrayal

# What Is IPSEN CARES®?

Starting a new treatment can be a time filled with questions and uncertainty. IPSEN CARES is here to help along the way.

IPSEN CARES is a patient support program that is designed to help patients and families during treatment with Bylvay® (odevixibat).

When you enroll in IPSEN CARES, you will be connected with a dedicated Patient Access Manager and Patient Education Liaison.

# Meet Your IPSEN CARES® Team

## Patient Access Manager

When you enroll in IPSEN CARES, you will be connected with a dedicated Patient Access Manager (PAM). PAMs are experienced in navigating the world of health insurance and can help you understand what is needed to get access to, and afford, your prescribed treatment.

### Your PAM:



Can provide information and support to help you prepare to talk to your healthcare provider, specialty pharmacy, and insurance company



Will work with you to understand your specific situation and healthcare coverage needs



Has experience with patient assistance programs and copay assistance programs, and will work with you to identify possible support programs for which you may qualify

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## Patient Education Liaison

You will be connected with a Patient Education Liaison (PEL). PELs are healthcare educators and are experienced in working with individuals living with certain conditions.

### Your PEL:



Can provide educational information to help you, your family, and caregivers better understand your condition, access needs, and prescribed treatment expectations



Will work with you to understand your specific situation and healthcare needs in alignment with the direction and advice provided by your healthcare provider



Will work in connection with your healthcare providers to support you and your caregivers through some of the many challenges of living with your condition

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**You should always rely on your healthcare provider for information about your health and the right treatment for you.**



# Personalized Support Services



## Financial & Insurance Assistance

- Initiate benefits investigation to help you understand your health insurance coverage
  - Provide financial assistance for eligible patients\*
  - Coordinate treatment logistics related to prior authorization
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## Dedicated, Individualized Support

- Provide information and support to help interactions between the healthcare provider, the patient and family, insurance company, and specialty pharmacy
  - Provide an understanding of your specific situation and healthcare needs
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## Continuity of Care

- Coordinate the details associated with patient transitions (including relocation, vacations, transitions from pediatric to adult clinics, insurance changes, and other events affecting continuity of care)
  - Work with your healthcare provider and specialty pharmacy to help you get your prescribed treatment when and where you need it
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## Educational Materials and Programs

- Provide educational information related to your condition and treatment expectations
  - Provide information about advocacy groups that support your condition, as well as advocacy groups for the broader community who are impacted by the condition
  - Provide information about testing (Some insurance plans may require testing before providing coverage—the IPSEN CARES team can provide information regarding the different places where testing may be available)
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\*While many support resources are available to everyone enrolled in IPSEN CARES, certain offerings will be tailored to your financial need and other eligibility criteria must also be met to qualify for certain offerings. Remember to always talk to your healthcare provider about your treatment experience. Terms and conditions apply. Visit [IPSENCARES.com](https://IPSENCARES.com) to learn more.

# Getting Started With IPSEN CARES®

For you to enroll in IPSEN CARES, your doctor must complete the IPSEN CARES Enrollment Form and you must review and sign the patient authorization section. You can also sign the patient authorization online at [IPSENCARES.com](https://IPSENCARES.com).

- You can also print the Patient Authorization Form and send it back to IPSEN CARES by fax: (888) 525-2416 or email: [support@IPSENCARES.com](mailto:support@IPSENCARES.com).
- If you have any questions about the process, give us a call at (866) 435-5677 8:00 AM - 8:00 PM ET.



Actor portrayal

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We're here to help.

**[IPSENCARES.com](https://IPSENCARES.com)**

**(866) 435-5677**

**8:00 AM - 8:00 PM ET**



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Helping patients get access to their  
prescribed medications with the  
information and support they need.

Our IPSEN CARES® patient support program provides  
patients and families with resources to help them  
better understand and manage their condition.

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**IPSENCARES.com**  
**(866) 435-5677**  
**8:00 AM - 8:00 PM ET**  
**support@IPSENCARES.com**



**IPSENCARES.com**

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