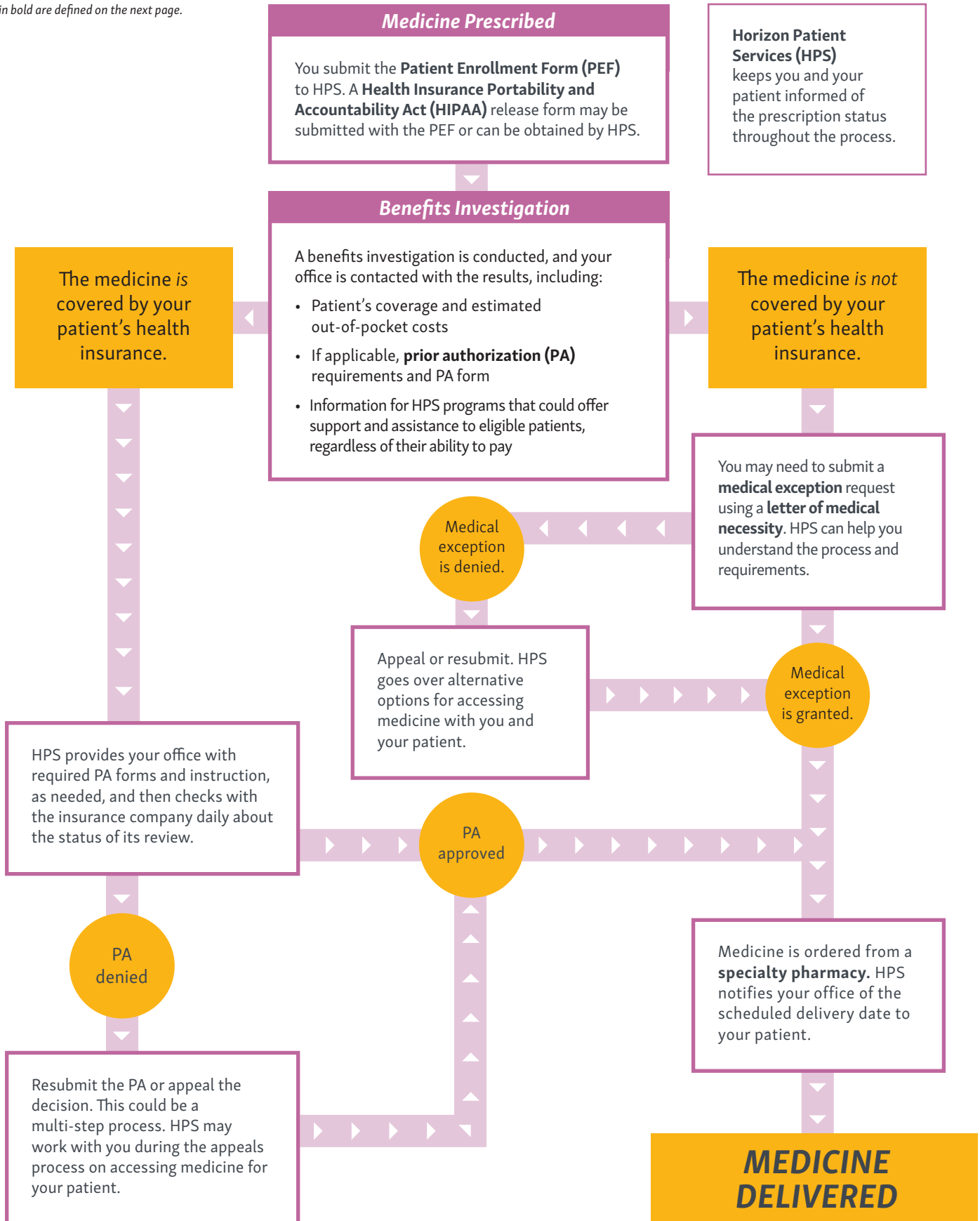


Getting Medicine to Your Patient

The Horizon Patient Services™ team provides support throughout the process of getting medicine to your patient's home. Here are the steps.

Terms in bold are defined on the next page.



Glossary

Terms from the previous page are explained here.

Health Insurance Portability and Accountability Act (HIPAA) — a federal law that requires data privacy and security to safeguard personal medical information.

Horizon Patient Services (HPS) — assists your office with meeting insurance requirements so your patient can access medicine and provides ongoing individualized support and education to families through these team members:

- Case manager — interacts with your office to assist with the insurance coverage process.
- Patient Access Manager (PAM) or CGD Nurse Educator (CNE) — the primary support contact for patients prescribed some Horizon medicines.

Letter of medical necessity — a letter that your office submits to the health plan to demonstrate that a medicine is needed for your patient's condition and meets standards of care.

Medical exception — coverage for a medicine or treatment that is not otherwise covered by the health plan.

Patient Enrollment Form (PEF) — a form that your office must complete, providing details on your patient's demographics and outlining the prescription and insurance coverage.

Prior authorization (PA) — a process that your office must complete, describing the reasons you are prescribing the Horizon medicine and why the health plan should cover the costs.

Specialty pharmacy — the pharmacy that delivers Horizon medicine to your patient's home or other chosen location.

The information in this guide is being provided for general educational purposes only. It does not constitute legal advice.