



# Getting started with infusion therapy for your specialty medication

We know you may have questions and concerns as you start your specialty infusion therapy. You can count on us to support you throughout your journey.

## Here's how we can help.

**Welcome call.** Once we receive a referral from your doctor, you'll get a call from our intake team. We'll help you get started and answer your questions before your first home or Ambulatory Infusion Suite (AIS) visit.<sup>1,2</sup>

**Insurance benefit check.** We'll help you understand what your insurance covers and how much you need to pay. We'll also let you know if there are any changes in your benefits, services or supplies over the course of your treatment.

**Paperwork support.** We'll help you fill out new patient forms. We'll ask you for your contact information and share how you can reach us.

**Medication delivery.** Specialty medication may require special handling. We'll help make sure all your medication, equipment and supplies are ready for shipment. And we'll contact you to setup delivery to your home or to the site where your visit will take place.

**Nursing care.** Your nurse will administer or teach you how to administer your medication, depending on the requirements. Your nurse will also care for your intravenous (IV) catheter if you need one, share

helpful resources and more. Your nurse will work with you to plan future visits to your home or the AIS as needed and based on your doctor's orders.

**Familiar faces.** We'll help make sure the same team of nurses provides your care throughout your treatment.

**Refills and supplies.** We'll contact you to schedule refills and order supplies. We'll also confirm and set up delivery prior to each shipment.<sup>3</sup>

**Therapy monitoring.** Your nurse will monitor how you respond to your therapy. This includes drawing labs, if ordered by your doctor. And we'll work with you and your doctor if any changes are made to your medication or dosage.

**Convenient payment.** You'll get a bill from us for out-of-pocket costs. You can easily pay your bill securely online or over the phone using your preferred payment method.

**Financial support programs.** We'll let you know about any Patient Assistance Programs (PAPs) that may help pay for your specialty infusion therapy.



## Questions?

We're here to support you 24/7. Call us any time at **1-866-899-1661**.

1. Some drugs may not be infused at home and must be infused in a clinical setting such as a Coram ambulatory infusion suite.
2. Coram ambulatory infusion suites are not available in all states.
3. If we need to leave a message, it is important that we hear back from you in order to initiate the shipment.