

myBeiGene®

Frequently Asked Questions (FAQs)

1. What types of support does myBeiGene provide?




The myBeiGene patient support program is designed to help simplify patient assistance for patients and providers from access to BRUKINSA® (zanubrutinib) treatment to day-to-day living support, including:

- **Insurance verification**—We can help from the start by assessing insurance coverage, including handling any prior authorization requirements and providing appeals process information. Terms and conditions apply. Learn more [here](#).
- **Bridge supply**—To ensure every patient is able to start BRUKINSA treatment as soon as a prescription decision is made, a 30-day supply of BRUKINSA will be provided for any coverage delay of 5 days or more, including those due to change of insurance. Terms and conditions apply. Learn more [here](#).
- **Co-pay support for patients with commercial and government insurance plans***—Eligible commercially insured patients may pay as little as \$0 per prescription for BRUKINSA. For patients on government insurance plans, myBeiGene will provide eligible patients with information on independent charitable 501(c)(3) organizations that may be able to help with co-pay needs. Terms and conditions apply. Learn more [here](#).
- **Free product assistance**—We provide BRUKINSA at no cost to uninsured or underinsured patients who meet certain financial criteria. Terms and conditions apply. Learn more [here](#).
- **Day-to-day living support**—In addition to BRUKINSA treatment access, myBeiGene may be able to assist patients and caregivers with day-to-day living needs. Our Oncology Nurse Advocates can assess available resources and connect patients and caregivers to independent organizations that may be able to help, including counseling services, support group information, transportation and lodging assistance, and more. Terms and conditions apply. Learn more [here](#).

To learn more about myBeiGene or to help your patient get assistance, please call **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

2. How do I enroll my patient in myBeiGene?

There are 3 different ways you can help enroll your patient who is on BRUKINSA treatment in myBeiGene.

-  The easiest option is to call myBeiGene at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)** and speak with an Oncology Nurse Advocate to enroll your patient.
-  If you prefer, you can also fill out an enrollment form [online](#).
-  Alternatively, you can fax the completed enrollment form to myBeiGene at **1-877-828-5593**. Download the enrollment form [here](#).

3. How do I check the status of a patient's enrollment?

Once a complete enrollment form is received, an Oncology Nurse Advocate will communicate the coverage to the patient and the provider within 24 hours.



Frequently Asked Questions (FAQs)

4. How long will it take for my patient to receive BRUKINSA® (zanubrutinib) and start treatment?

A myBeiGene Oncology Nurse Advocate will work with your office and patient to assess their insurance coverage, and if needed, help the patient with financial assistance.

If there is a delay in insurance coverage verification of 5 days or more, the myBeiGene Oncology Nurse Advocate will provide a free 30-day supply of BRUKINSA to avoid further treatment delay.

For information and assistance, please call myBeiGene at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

5. Do you have a commercial co-pay program we can access?

To enroll a commercially insured patient in the myBeiGene commercial co-pay program, you can simply visit the BRUKINSA co-pay portal at www.bruginsacopay.com to set up access.

For information and assistance, please call myBeiGene at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

6. What is the role of Oncology Nurse Advocates?

The myBeiGene Oncology Nurse Advocates provide comprehensive service for providers and patients from BRUKINSA treatment access to day-to-day living support. With prior experience working with oncology patients, our Oncology Nurse Advocates are trained on distress screening to fully understand a patient's and/or a caregiver's needs and match them with the resources that can best address their needs. When a patient is enrolled in myBeiGene, they and their caregivers will have a dedicated Oncology Nurse Advocate who can help educate on their disease and treatment and provide follow-up support. For patient inquiries on side effects and requests for medical advice, our Oncology Nurse Advocates will refer the patients back to the practice. Learn more [here](#).

To speak to your Oncology Nurse Advocate, call **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

7. Will I always be speaking to the same Oncology Nurse Advocate?

The myBeiGene Oncology Nurse Advocates work as a team to provide consistent and timely support for our patients. In the rare scenario where the Oncology Nurse Advocate you have been working with is unavailable to provide immediate support, another Oncology Nurse Advocate will assist you. Learn more [here](#).

To speak to an Oncology Nurse Advocate, call **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.



Frequently Asked Questions (FAQs)

8. Does myBeiGene provide support for patient caregivers?

The myBeiGene patient support program provides assistance for both patients and caregivers. Similar to patient support, when a caregiver calls, our Oncology Nurse Advocate will try to understand any day-to-day living needs they may need help with and identify and connect them to resources from independent organizations. For inquiries on side effects and requests for medical advice, our Oncology Nurse Advocates will refer the patients and caregivers back to the practice.

For information and assistance, please call myBeiGene at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

9. English is not my patient's first language. Does myBeiGene provide support in other languages?

The myBeiGene patient support program offers support for BRUKINSA® (zanubrutinib) patients in multiple languages, including English, Spanish, Chinese, and over 150 languages in call service. In the enrollment form, please indicate the preferred language under "Primary Language" in Patient Information [Section 1]. This will help our Oncology Nurse Advocates identify the language of choice and bring in a live translation service line to facilitate the call in advance. For calls initiated by patients, the myBeiGene Oncology Nurse Advocate will quickly merge the translation service into the call to improve quality of support.

10. What happens if my patient's insurance changes?

For patients currently enrolled in myBeiGene, if there is a change in insurance coverage, your office or the patient can call myBeiGene, and our Oncology Nurse Advocate will provide information on the new coverage and financial assistance if needed, based on the patient's eligibility.

For typical insurance updates that occur in the beginning of each calendar year, our Oncology Nurse Advocates will send a reminder to patients and caregivers as early as October, help educate them on the process, and connect them to appropriate insurance counseling service.

If your patient needs to be re-enrolled in myBeiGene, our Oncology Nurse Advocates will reach out to your office via letter and/or phone call to request information for a Benefit Investigation.

With any changes in insurance coverage, our goal is to prevent treatment interruptions through early shipment or bridge supply.

Re-enrollment occurs at the end of each calendar year. Our Oncology Nurse Advocates will reach out to your office in advance for reminder and work with you to fill out the enrollment form for patients as needed.

For more information, call myBeiGene at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

*Independent co-pay assistance charities have their own rules for eligibility. We have no involvement in their decision-making or eligibility criteria. This information is provided as a resource only and is not an exhaustive list, and is also not meant as an endorsement from myBeiGene.

myBeiGene® is not insurance and does not guarantee product coverage or reimbursement.
BRUKINSA, BeiGene, and myBeiGene are registered trademarks owned by BeiGene, Ltd. or its affiliates
© BeiGene, Ltd. 2022 All Rights Reserved.

