



At-Home Nurse Injection Program

Frequently asked questions about the Prolia® At-Home Nurse Injection Program

Patient eligibility

Q: How do I know if my patient qualifies? Can I use this for all my patients on Prolia®?

A: The Prolia® At-Home Nurse Injection Program is a temporary resource reserved for existing Prolia® patients who are restricted to their homes and/or do not have access to a treatment site in their area due to the COVID-19 pandemic. Where available, please first utilize an identified alternate treatment site for your patients who are willing and able to leave their homes. A list of alternate treatment sites can be found at **ProliaFinder.com**, which can be used as a temporary option to help your patients receive their Prolia® doses from another provider.

Q: How long will this Prolia® At-Home Nurse Injection Program be available? Will this be an ongoing option for my patients?

A: The Prolia® At-Home Nurse Injection Program is a temporary resource reserved for existing Prolia® patients who are restricted to their homes and/or do not have access to a treatment site in their area due to the COVID-19 pandemic. This program is a short-term option available during the COVID-19 crisis to help provide continuity of care for existing Prolia® patients. We may make adjustments to where and when this program is offered as the situation with COVID-19 changes in various locations.

Q: Where is this program available?

A: The program is currently available for patients residing within the contiguous United States, Hawaii, or Alaska.

Patient's role and responsibility

Q: What if my patient cannot afford Prolia® through the pharmacy benefit? Is there financial assistance available for these patients?

A: Approximately 99% of Prolia® patients have Part D coverage.^{1,*} For your patients already receiving Prolia® via the pharmacy benefit, this option should not have an impact on their out-of-pocket (OOP) costs. However, in some cases, patients may have higher OOP costs via Part D/pharmacy fulfillment than they may have had using their Part B/medical benefit. The pharmacy can help to confirm the patient's coverage and OOP costs prior to filling the prescription. The patient can directly communicate with the pharmacy to agree to the OOP costs and provide payment to the pharmacy or decline proceeding further. If a patient declines, it is up to your clinical judgment for what is the next viable option for your patient.

For low-income subsidy patients: Medicare beneficiaries may qualify for extra help when fulfilling through the pharmacy benefit.²

*Patient coverage, OOP costs, and insurance requirements may vary.

1. Data on file, Amgen. 2020.
2. Medicare. Find your level of Extra Help (Part D). <https://www.medicare.gov/your-medicare-costs/get-help-paying-costs/find-your-level-of-extra-help-part-d>. Accessed May 21, 2020.



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Patient's role and responsibility (continued)

Q: How will my patients know what their OOP costs for Prolia® will be?

A: Once the pharmacy receives the prescription, they will contact the patient to discuss OOP costs for Prolia®. If your patient does not receive a call, they can contact the pharmacy to discuss this.

Q: Does this program come at any cost to the HCP or patient?

A: While Prolia® is covered under the pharmacy benefit for these patients (including any applicable patient co-pays), the nurse visit and administration of the injection would be provided at no cost.

Q: Is the process burdensome for my patients?

A: There are only a few steps your patients will need to take throughout the process. Patients will need to answer telephone calls from the pharmacy to coordinate delivery, and they'll need to refrigerate Prolia® upon delivery and remove Prolia® from the refrigerator 15 to 30 minutes prior to their appointment.

Q: How many times will the Home Health Registered Nurse (RN) attempt to reach out to the patient?

A: Your office will be informed by the Home Health agency via phone if the patient was unable to be reached after 3 attempts.

Q: What will the phone number look like on my patient's caller ID? My patient may not answer if it comes up as unknown.

A: A UBC phone number will be displayed on your patient's caller ID. It will not display as "Unknown."

Prescribing Prolia®

Q: Does the program require a different type of prescription?

A: There is no new type of prescription required for at-home nurse administration, but it is important to ensure that your patient has pharmacy benefit coverage prior to initiating this option. The only change is that you would send the patient's prescription to their qualifying pharmacy (eg, a mandated specialty pharmacy) that can provide coordinated delivery. The pharmacy will determine insurance coverage, prior authorization information, and arranging for delivery and coordination of payment from the patient.

For those with Medicare, the prescription would be filled through Part D. You can visit

<http://www.proliahcp.com/support-and-access/medicare-part-d> to see which pharmacies are required for each plan and to download a specialty pharmacy guide.

Q: Where do I send the prescription for Prolia® for my patient who will be receiving their injection at home?

A: The Prolia® prescription should be sent to the patient's qualifying pharmacy. Some health plans require a specific specialty pharmacy be used to fill a patient's Prolia® prescription. Health plan-mandated specialty pharmacies may vary based on employer-specific plans. Contact your patient's health plan to confirm if a specific specialty pharmacy is mandated.

For those with Medicare, the prescription would be filled through Part D. You can visit

<http://www.proliahcp.com/support-and-access/medicare-part-d> to see which pharmacies are required for each plan and to download a specialty pharmacy guide.



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Home delivery and storage

Q: What options for home delivery are available to my patients?

A: Pharmacy Delivery: Patients should call their qualified pharmacy to ask if home delivery options are available. Some pharmacies with home delivery services are delivering free of charge.

Below is a list of pharmacies from publicly available sources that display a service for delivery. The list is not comprehensive; Amgen does not endorse any pharmacy.

<ul style="list-style-type: none">• Walgreens• Publix• Wegmans• Meijer	<ul style="list-style-type: none">• Giant Eagle• HEB• Albertsons• Schnucks Markets
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Be sure to confirm with your patient's health plan if a specific pharmacy is mandated. Contact the pharmacy directly to confirm availability of home delivery options.

Mail Order: Patients may also use a mail-service pharmacy that is contracted with their insurance plan. Below are some mail-order health insurers in the United States:

<ul style="list-style-type: none">• Aetna• Aetna Medicare• Blue Cross Blue Shield Medicare• Cigna	<ul style="list-style-type: none">• Humana• UnitedHealthcare• Express Scripts
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If a patient does not know if their insurance covers mail-order prescriptions, ask the patient to check their insurer's website or call the Members Services phone line. They can find this website and phone number on their insurance member ID card.

Q: How soon will my patients receive their Prolia® injection once I submit their prescription to the pharmacy?

A: Patients should check with their qualifying pharmacy to understand how long it may take to receive home delivery of their Prolia® prescription.

Q: How do patients store Prolia® once it's been delivered?

A: It's important that patients store Prolia® the correct way. Instruct them to store it in the refrigerator at 36°F to 46°F degrees in the original carton. Do not freeze or shake it. Prolia® should not be used if it has been at room temperature, 68°F to 77°F, for more than 14 days.

For more information, contact an Amgen Medical Information Healthcare Professional directly at 800-77-AMGEN (800-772-6436).





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Home Health RNs

Q: Are the Home Health RNs who will be administering the injection licensed?

A: Yes, all Home Health RNs participating in the Prolia® At-Home Nurse Injection Program are licensed.

Q: Will Home Health RNs wear protective equipment during the injection administration visit?

A: Yes, Home Health RNs will wear a mask and gloves during the injection administration visit.

Q: Can the Home Health RNs answer questions about Prolia® for my patient?

A: Home Health RNs may answer patient questions regarding the Prolia® injection process only in a manner consistent with the Prolia® Prescribing Information.

Q: Do Home Health RNs stock or carry Prolia® on patient visits?

A: No, it is the responsibility of the patient to have Prolia® at their home for the injection administration. Prolia® should be delivered or shipped to the patient's home by the pharmacy filling the prescription.

Q: How and when is a patient contacted to schedule injection administration?

A: A Home Health RN will be assigned to the patient within 7 days of submission of the Request for Prolia® At-Home Nurse Injection Form to the UBC Prolia® Support Team. The Home Health RN will use the patient phone number provided on this form to reach the patient to schedule the injection administration visit.

General program information

Q: How do I initiate a request for one of my patients?

A: After sending the patient's prescription to the pharmacy, fill out the Prolia® At-Home Nurse Injection Request Form found at proliahcp.com/at-home-nurse-injection/intake-form.pdf. Contact ProliaSupport@UBC.com if you need more information.

Q: How long will it take to complete the process?

A: The process takes approximately 10 days once you've sent the intake form to the UBC Prolia® Support Team. The timeline is also dependent on whether your patient is available during this time.



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General program information (continued)

Q: How will I know if my patient received their injection?

A: Within 24 hours following the patient's visit from the Home Health RN, you will receive a fax or email from the UBC Prolia® Support Team with an HCP status report. If the injection administration occurred, the report will include the date, time, and location of the injection. If the injection administration did not occur, the report will include the reason why.

Q: How can I share information about this program with other HCPs?

A: The program is currently available only in certain states. If the program locations change, Amgen will work to inform appropriate HCPs in those locations.

Q: I still have questions. Where can I find out more information about the program?

A: For additional assistance or more information on the Prolia® At-Home Nurse Injection Program, contact [**ProliaNurseInjection@amgen.com**](mailto:ProliaNurseInjection@amgen.com).

Q: What if my patient is not comfortable having a Home Health RN enter their home?

A: Subject to local requirements, the Home Health RN can typically accommodate an agreed-upon location outside of the home, provided that it is clean and private, the patient is comfortable, and the injection can be administered safely.

Q: Can my patient use Prolia® that I have in stock?

A: No, the patient must receive Prolia® through a pharmacy for this program.

Q: Can non-English speaking patients participate in the Prolia® At-Home Nurse Injection Program?

A: Yes, the UBC Prolia® Support Team is equipped to support your non-English speaking patients leading up to and during the injection administration visit. If you have questions about whether a particular language is supported, please contact the UBC Prolia® Support Team at 1-800-889-6258.