

# PATIENT SUPPORT: Understanding the Roles of PANTHERx Rare and Alexion, AstraZeneca Rare Disease OneSource™

There are various programs offered by industry partners to help patients with questions about hypophosphatasia (HPP), diagnosis and treatment. Whether you've recently been diagnosed with HPP and prescribed treatment with STRENSIQ® (asfotase alfa) for the first time, or you have been on STRENSIQ for some time, you may have questions about your prescription, such as how to refill it, what's covered by insurance, who to contact with questions, or how to find other support related to your medication. This resource provides an overview of programs and resources available to HPP patients to help with your prescription.

## What is STRENSIQ?

STRENSIQ is a medical treatment approved by the U.S. Food and Drug Administration (FDA) for perinatal, infantile and juvenile-onset HPP. STRENSIQ is an enzyme replacement therapy administered by subcutaneous (under the skin) injection.

People with HPP have low levels of an enzyme called alkaline phosphatase (ALP), which impairs the mineralization of bones. Normally minerals such as calcium and phosphorus are deposited in developing bones and teeth, making them hard and strong. But in people with HPP, who have low ALP levels and impaired mineralization, bones are soft, weak and deformed. STRENSIQ replaces the ALP in the body and improves bone health.

Because STRENSIQ is temperature and light sensitive, and is self-administered, it must be stored and administered with care. Both PANTHERx Rare and OneSource™ can help with any questions or special needs related to storing and administering the medication.

## What is PANTHERx Rare?

PANTHERx Rare is what's known as a Specialty Pharmacy Provider. They work in partnership with Alexion, AstraZeneca Rare Disease to get medications like STRENSIQ that are specifically for rare conditions to patients, including:

- Process and fill prescription orders and refills
- Coordinate delivery of medication
- Manage cooler (also known as Danby) return program and provide sharps containers to mail back for recycling
- Review your prescription benefits, file insurance paperwork and obtain appropriate approvals and authorizations
- Consult with your physician on insurance issues
- Resolve insurance/reimbursement issues
- Provide information to you and your family regarding your medication and its effects
- Maintain 24/7 support with care team, including trained pharmacists, registered nurses and translation services

## What is OneSource?

OneSource is a patient support program offered by Alexion, AstraZeneca Rare Disease that provides free, personalized treatment-related support for patients with HPP. Once you enroll in the program, you will receive a welcome call from a OneSource Case Manager, along with HPP resources and education, and assistance with health insurance.

## What is OneSource? (cont'd)

Through OneSource, HPP patients can receive:

- STRENSIQ Patient Starter Kit
- Help with questions or concerns about STRENSIQ and HPP disease information
- Educational resources and tools to help you on your treatment journey
- Information about benefits approval
- Assistance navigating health insurance coverage or issues
- Financial assistance options and resources to access treatment for patients without commercial insurance or gaps in coverage
- Co-pay support program
- Field Injection Training or other injection training support
- Information on Alexion, AstraZeneca Rare Disease resources, including Peer Connects, which brings patients and caregivers together for support, and HPP Stars Ambassador community for shared education and inspiration
- Information about virtual and in-person educational programs and events
- Ongoing support along your treatment journey

## CONTACT INFORMATION AND ENROLLMENT



### PANTHERx Rare

### Alexion, AstraZeneca Rare Disease OneSource

#### What are the PANTHERx Rare customer service hours?

A team of pharmacists is available 24/7 at 855-PANTHRX (855-726-8479) or at [www.pantherxrare.com](http://www.pantherxrare.com).

#### How can I fill prescriptions through PANTHERx?

Call 855-PANTHRX (855-726-8479). A team member will coordinate with your doctor's office and reach out to you to set up your shipment.

#### How do I enroll in OneSource?

You can fax, email, or mail a patient services consent form, which can be accessed online [here](#).

#### What is the OneSource website?

[www.AlexionOneSource.com](http://www.AlexionOneSource.com)

#### Can I email OneSource?

Yes, the email is: [OneSource@Alexion.com](mailto:OneSource@Alexion.com)

#### How can I reach someone at OneSource and during what hours?

Case managers are available 8:30AM – 8:00PM EST Monday through Friday.

## FREQUENTLY ASKED QUESTIONS

**Q: What should I do if I'm traveling and need my medication shipped somewhere other than to my home address?**

**A:** PANTHERx Rare can ship your medication anywhere within the U.S. when you are traveling. Contact them in advance to make arrangements. A STRENSIQ team member will help to coordinate shipping arrangements to accommodate your schedule.

**Q: My area is expecting a storm and possible power outages. Should I contact PANTHERx Rare and let them know?**

**A:** Yes, it's a good idea to contact PANTHERx Rare if your area is expecting a storm, possible power outages, and potential weather delays which could impact delivery and storage of medications. They can help coordinate alternative shipping and storage options with you.

**Q: Who do I call if I inadvertently left my medication unrefrigerated and/or exposed to light?**

**A:** For questions about stability of medication, contact PANTHERx and ask to speak to a pharmacist who can advise you. If it is after hours, pharmacists are on call and will get back to you within the hour. If you are able to wait, try to hold off administering STRENSIQ until you've checked with a pharmacist first about the medication's stability if it is in question.

**Q: Who should I call if I have questions about changing when I take STRENSIQ?**

**A:** PANTHERx Rare and OneSource advise you talk to your physician about making any changes to your dosing schedule or routine.

**Q: Do I have to be taking STRENSIQ to speak to someone at OneSource?**

**A:** No, according to Alexion, AstraZeneca Rare Disease you don't have to be on STRENSIQ or have a prescription for STRENSIQ to speak to OneSource. They will do their best to answer whatever questions you may have, or direct you to more information.