



## frequently asked questions

**q: What is the Partnership for Prescription Assistance?**

**a:** The Partnership for Prescription Assistance (PPA) is the largest private-sector effort dedicated to helping patients in need find ways to access prescription medicines for little or no cost through patient assistance programs. The partnership brings together America's pharmaceutical research companies and more than 1,300 national, state and local organizations, including the American Academy of Family Physicians, American Cancer Society, American College of Emergency Physicians, Easter Seals, National Association of Chain Drug Stores, United Way and the Urban League.

Through a toll-free number (**1-888-4PPA-NOW**) and user-friendly Web site (**[www.pparx.org](http://www.pparx.org)**), the PPA provides a single point of access to more than 475 public and private patient assistance programs that can provide help with more than 2,500 brand-name prescription medicines, including a wide range of generics. Of the patient assistance programs offered through the PPA, more than 180 are sponsored by pharmaceutical companies.

**q: How successful has the Partnership for Prescription Assistance been?**

**a:** Since its launch in April 2005, the PPA has helped connect more than 4 million patients to patient assistance programs offering free or low-cost prescription medicines. Patients can access information about programs that may meet their needs through the Web site, toll-free number and "Help is Here Express" buses.

**q: Why was the Partnership for Prescription Assistance created?**

**a:** While there are hundreds of assistance programs to help patients obtain medications, finding the right program has traditionally been a challenge. The Partnership for Prescription Assistance was created to link patients to a centralized clearinghouse of patient assistant programs. Over 1,300 partner organizations have joined forces to help increase awareness of and educate the public about patient assistance programs.

**q: What challenges has the Partnership for Prescription Assistance confronted?**

**a:** People cannot get help if they do not know help is available. Additionally, some individuals are skeptical that an initiative touting "free or nearly free medicines" is a scam. A substantial group of potentially eligible people do not know about the program, do not have a current need for assistance, or, for varied reasons, do not follow through with the application process for a particular program.

**q: Specifically, what have you done to reach patients in need?**

**a:** To raise awareness of patient assistance programs nationwide, the Partnership for Prescription Assistance has led an extensive grassroots program. The program has launched state-based chapters in all 50 states, as well as Washington, D.C. and Puerto Rico. The PPA also has two "Help is Here Express" buses traveling across the country to educate low-income, uninsured and underinsured Americans about drug assistance programs. In addition to an on-going national broadcast and print advertising campaign, the program works closely with its partners to find new and creative ways to identify and reach out to people who could benefit from the program.

**q: What is Montel Williams' role with the Partnership for Prescription Assistance?**

**a:** Montel Williams became national spokesman for the Partnership for Prescription Assistance in January 2006. Mr. Williams regularly participates with the "Help is Here Express" – two buses that crisscross the country, stopping in hundreds of towns and cities to educate the public about drug assistance programs. In addition, Mr. Williams is featured in an extensive national advertising campaign for the PPA and has taped public service announcements for the program.

**q: Who is Mayte Prida and what is her position with the PPA?**

**a:** Mayte Prida is a talk show host, author and breast cancer survivor who is nationally recognized for her work on Hispanic television. She was named a spokeswoman for the Partnership for Prescription Assistance in June 2006 and focuses her efforts on raising awareness of health issues in the Hispanic community by serving as the face of the PPA's Hispanic outreach efforts. In addition to traveling throughout the country with the PPA program, Ms. Prida also is featured in a new advertising campaign on Spanish-language television stations and networks.

**q: What feedback have you received from patients who have accessed the Partnership for Prescription Assistance?**

**a:** According to KRC Research (an independent research firm hired to survey PPA users), satisfaction with the Partnership for Prescription Assistance is very high. The PPA is considered a very useful public service by the vast majority of people surveyed.

**q: What improvements have been made to the Partnership for Prescription Assistance?**

**a:** The Partnership for Prescription Assistance continually looks for ways to enhance the patient experience. Research has indicated that many patients may be eligible for a patient assistance program, but do not complete the application process because they lack access to a physician. To help address this problem, the PPA is providing information to patients on free health care providers and clinics available in their community.

In addition to the health care provider feature, the PPA opened two new call center facilities in 2006 – bringing the national total to five call centers – to accommodate increased call demand. The new call centers are located in Colorado Springs, Colorado and Chesapeake, Virginia.

**q: What does the Partnership for Prescription Assistance do to help uninsured children?**

**a:** Through the PPA, parents, guardians, healthcare providers and others can learn about public and private patient assistance programs – including the State Children's Health Insurance Program (SCHIP) – that are available to help children in need. America's pharmaceutical research companies support the reauthorization of SCHIP, and more than 40 of the assistance programs offered through the PPA focus on the medication and health care needs of children. For example, through SCHIP, more than six million uninsured low-income children today receive a wide range of health services, including regular checkups, immunizations, prescription drugs, laboratory tests, x-rays, hospital visits and more. The PPA has dedicated a new Web site (<http://kids.pparx.org>) to help make it easier for parents to learn about these efforts, and about SCHIP.

**q: How will patients know about this new free health care provider and clinic service?**

**a:** When patients call the toll-free number to speak to a trained specialist or use the Web site, they will be asked if they have access to a health care provider. If they require a physician, patients will automatically be provided with the addresses and phone numbers of free health clinics in their area that may be able to accommodate their needs.

**q: How is the Partnership for Prescription Assistance helping connect seniors to the Medicare Prescription Drug Benefit program?**

**a:** Seniors who contact the Partnership for Prescription Assistance are provided with background and enrollment information on the Medicare Prescription Drug Benefit. It is important to note that to date, the PPA has helped nearly four million people, more than 70 percent of whom are under age 65, connect to the public or private patient assistance programs that appear to be right for them.

**q: How has the Partnership for Prescription Assistance informed seniors about the Medicare Prescription Drug Benefit?**

**a:** The Partnership for Prescription Assistance has used the following elements to raise awareness about the Medicare Prescription Drug Benefit:

- Background and enrollment information, including information related to the low-income benefit, are provided to seniors who call **1-888-4PPA-NOW**.
- The Partnership for Prescription Assistance is collaborating with the National Council on Aging to help low-income seniors fill out their low-income subsidy paperwork.
- A user-friendly Web site (**www.pparx.org**) helps seniors learn more about the Medicare Prescription Drug Benefit.
- The PPA's "Help is Here Express" educational buses are equipped with a computer terminal and phone that can direct seniors to information about the Medicare Prescription Drug Benefit.

**q: Can the Partnership for Prescription Assistance enroll seniors in the Medicare Prescription Drug Benefit?**

**a:** The Partnership for Prescription Assistance cannot directly enroll seniors in the Medicare Prescription Drug Benefit. However, the PPA provides seniors with the most current information regarding the steps they need to take to enroll in a prescription drug plan. The toll-free line is staffed with trained specialists to answer questions and send information on Medicare to those who might be eligible.

**q: What happens to the patient assistance programs and discount card programs offered by the companies now that Medicare is implemented?**

**a:** Patient assistance programs are for all individuals in need, not solely for those over 65. In fact, more than 70 percent of patients helped by the PPA are not Medicare-eligible. The PPA will continue to help these individuals, and millions like them across the country, with the programs that best meet their needs.

The Medicare Prescription Drug Benefit provides seniors with access to comprehensive drug coverage. Each company that sponsors a patient assistance program is handling the transition differently, but seniors may be better served through the comprehensive Medicare Prescription Drug Benefit rather than relying on different private programs. The PPA will continue to identify all available options for seniors.

**q: Who are the partners in the Partnership for Prescription Assistance?**

**a:** America's pharmaceutical research companies partnered with doctors, pharmacists, other health care providers, patient advocacy organizations and community groups to create the Partnership for Prescription Assistance. The list of partners continues to grow and includes well-known national organizations and a fast-growing list of state-based partners. A full list of partner organizations is available on **www.pparx.org**.

**q: Who qualifies for assistance?**

**a:** Millions of people benefit from patient assistance programs, but there are millions more who could be helped. Each patient assistance program available through the Partnership for Prescription Assistance has its own eligibility criteria. Patients who do not have prescription coverage and are having trouble affording their medicines should call the PPA at **1-888-4PPA-NOW** (1-888-477-2669) or visit **www.pparx.org** to learn if there are programs that might meet their needs. Patients with questions about specific programs may be transferred directly to the company sponsoring that program.

**q: What information do patients need when they contact the Partnership for Prescription Assistance?**

**a:** Patients should be ready to provide: age, state of residence and ZIP code, estimated gross annual household income, number of people living in their household, brand-name of the prescription medicines they are currently

taking or have been prescribed and, if applicable, any type of health insurance and/or prescription coverage for which they are eligible. All responses to these questions will be kept confidential.

**q: What happens next if a patient appears to qualify for one or more assistance programs?**

**a:** A patient who may qualify will receive information about the application processes and appropriate applications by mail. The applications will reflect the information the patient provided on the phone. Web site visitors can print out their applications after providing information online. The patient must provide any remaining required information and bring the forms to his or her doctor's office. The doctor must sign the forms and provide specific prescription information (or simply attach the prescriptions themselves). Depending on the program, either the patient or the doctor should then mail the forms to the company, government agency or organization sponsoring the specific program.