

Step-by-Step Roadmap to Accessing Your Treatment

with special notes for new or rare disease medications



Start the Access Process

- ☐ Complete a Start Form
- ☐ Check for Prior Authorization (PA)
- ☐ Ask for a Letter of Medical Necessity (LMN)

If it's a new medication: The start form often connects you to a dedicated case manager who specializes in helping patients navigate coverage, prior authorizations, and financial assistance



If You're Denied Coverage

- ☐ Read the Denial Letter Carefully
- ☐ Ask for a "Peer-to-Peer" Review
- ☐ Connect with the Drug Company's Case Manager

If it's a new medication: Denials often cite "experimental", "investigational", or "not on formulary". This doesn't mean it's truly unavailable—it usually means the insurer hasn't updated their policies yet



Strengthen Your Case

- ☐ Track Everything
- ☐ Stay in Touch with Your Clinician
- ☐ Contact Consumer Assistance
- ☐ Know Your Policy

If it's a new medication: Ask your insurer when they plan to update their formulary to include the drug



Appeal, Don't Give Up

- ☐ Remember your Right to Appeal your insurer must explain the process and reason for denial.
- ☐ Request an Expedited Appeal if delays could harm your health, your doctor can request a faster review.

If it's a new medication: Ask for an independent or external review — these reviewers often know more about new therapies

REMEMBER! →

- "No" doesn't mean "never."
- Persistence, documentation, and communication are key.
- For new medications, education & persistence are your strongest tools.
- You are not alone — your doctor, the drug company, and advocacy organizations are all part of your team.