



## SHARx Journey to Prescription Sourcing



**1**  
You fill a high-cost or specialty medication at the pharmacy

**2**  
SHARx contacts you via email or phone to begin onboarding

**3**  
You complete onboarding and sign HIPAA authorization

**4**  
Your advocate contacts you within 2 business days to discuss your long-term sourcing option(s)

All sourcing options through SHARx can take 4–6 weeks to complete. We do not want you to miss a dose or have a delay in taking your medication. Please let us know when you are one week away from needing a refill and SHARx will work with your insurance to provide you access to a temporary fill while we continue working on your long-term sourcing option.

**There are 3 primary sourcing options available; your advocate will select one of the below for each of your medications:**

After steps 1, 2, 3, & 4...

### Patient Assistance Program (Free Manufacturer Program)



**5**  
Upload requested documents to your SHARx portal

**6**  
SHARx works with your doctor to complete and submit the application to the program for processing

**7**  
Upon approval, SHARx contacts you to discuss how you will receive your medication(s)  
7a. If you are not approved, SHARx contacts you to discuss alternative sourcing options

**8**  
SHARx will contact you when it's time for your annual program re-enrollment

### Mail Order Program



**5**  
SHARx requests a script from your doctor  
5a. To expedite this request, we recommend reaching out to your doctor. Ask them to fax your script to 314.628.0394

**6**  
Once script is received, SHARx will notify you to log in to your portal to review and complete your mail order authorization

**7**  
SHARx will place your order within 2-3 business days. You will receive a tracking number when your order has shipped from the mail order pharmacy

**8**  
Medication is delivered

**9**  
SHARx will contact you 30 days prior to your next refill to complete your new mail order authorization

### Copay Card (Copay Assistance Card)



**5**  
SHARx will work on your behalf to set you up with a copay card  
5a. Please notify your advocate if you already have a copay card

**6**  
SHARx will notify you when your copay card is ready to use at a preferred pharmacy

**7**  
Fill medication at the pharmacy \*If you switch pharmacies, please notify SHARx\*

**Disclaimer:** Please keep in mind that this document outlines the standard process for each sourcing option; however, your SHARx journey may differ from the steps provided.



# Understanding SHARx Sourcing Options

## Patient Assistance Program (Free Manufacturer Program)

### What is a patient assistance program?

Patient Assistance Programs (PAP) provide free medication to individuals who are uninsured or under-insured. Each program has its own eligibility requirements such as annual household income.

### How do I know if I qualify?

Your advocate will review your information in your secure SHARx Portal. If one or more of your medications meets the eligibility requirements your advocate will reach out via your preferred method of contact to discuss next steps.

### What does SHARx need from me?

Most programs require a copy of your most recent 1040 to verify you meet the eligibility requirements as well as a copy of your insurance card. You can upload the documents to your secure SHARx portal.

### How will I receive my medication?

Upon approval, we will contact you to discuss your enrollment and how you will continue receiving your medication.

### What if I am not approved?

Some programs allow for an appeal. We will contact you to discuss the next steps. If an appeal is not an option, your advocate will contact you to discuss an alternative sourcing option.

## Mail Order Program

### What is a mail order?

Mail Order Programs match individuals to one of our mail order partner pharmacies. You will receive a 90-day supply of your medication(s) delivered to your door, at no cost to you.

### How do I know if I qualify?

Your advocate will review your information in your secure SHARx Portal. If one or more of your medications is available through the mail order pharmacy, your advocate will reach out via your preferred method of contact to discuss next steps.

### What does SHARx need from me?

Once we receive your script, SHARx will notify you to log into your secure SHARx portal to upload a copy of your photo ID, review your order, verify your shipping address, and authorize your mail order.

### How will I receive my medication?

SHARx will place your order within 2-3 business days of authorizing your mail order. You will receive the tracking number once your order has shipped and your medication will be shipped to your preferred address.

### Will I be required to sign for my package?

Certain medications, such as those that are temperature-sensitive, will require a signature upon delivery.

## Copay Card (Copay Assistance Card)

### What is a copay card?

Copay Cards are provided by the manufacturer to help reduce your out-of-pocket costs for prescription drugs. Each copay card has its own eligibility requirements, such as age restrictions.

### How do I know if I qualify?

Your advocate will review your information in your secure SHARx Portal. If one or more of your medications meets the eligibility requirements your advocate will reach out via your preferred method of contact to discuss next steps.

### What does SHARx need from me?

We may request a copy of your updated insurance card. You can upload the document to your secure SHARx portal. If you already have a copay card, please provide your advocate with the copay card information.

### How will I receive my medication?

SHARx will work with your filling pharmacy to process your copay card. Depending on the medication, you may be asked to fill at a different pharmacy.

### What if I am not approved?

Your advocate will contact you to discuss an alternative sourcing option.

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