



**LABCORP PERI-APPROVAL AND  
COMMERCIALIZATION SERVICES**

*Driven to deliver*

# Patient Access Solutions

Optimizing Each Patient's Product Access Experience





# Driven to deliver solutions for patient support

**Labcorp Peri-Approval and Commercialization Services - Patient Access Solutions manages end-to-end contact center programs that focus on your customers' needs, ensuring they have the information and support they need to overcome access barriers.**

Relying on a consultative approach, deep expertise and decades of experience, we work collaboratively with you to deliver a successful product launch, program transition or program enhancement. Your brands benefit from market insights, a strategic and unique approach and ability to continuously refine processes.

Delivering high-quality service to patients and healthcare practitioners is instrumental in ensuring patient access and supporting adherence to critical treatments. Our mission is to improve patient outcomes and satisfaction while providing actionable insight to support your brands.



**30+**  
years of hub experience

**50+**  
manufacturers

**1,000+**  
products

**25+**  
therapeutic areas

**Our programs are led by expert program directors and executed by seasoned teams. They operate in multiple regional call centers staffed by over 1,500 highly trained customer service individuals.**



#### **Patient-centric case management**

- Intake and enrollment
- Patient insurance education and advocacy
- Evaluation of pharmacy options
- Specialty pharmacy coordination
- Financial assessment



#### **Billing, coding and claims assistance for healthcare providers**

- Coverage and reimbursement information
- Coding research and support
- Claims review and tracking



#### **Cost-sharing support**

- Education on financial resources
- Evaluation, enrollment and referrals to copayment assistance programs or independent foundations



#### **Non-commercial prescription fulfillment via Labcorp Specialty Pharmacy**

- Fulfillment for short-term supply programs
- Fulfillment and refills for free drug programs
- Pharmacist services



#### **Data aggregation and analytics**

- 360° view of patient journey
- Turnkey data solution
- Broad data sets producing actionable insights
- Specialty pharmacy channel partner data
- Xcellerate® Access Intelligence Dashboard



#### **Opt-in and enrollment**

- Opt-in programs for educational programs
- Program materials and guides
- Provider referral



#### **Insurance-related support services**

- Benefits verification
- Prior authorization (PA) support
- Assistance with appeals (PA and claim denials)
- Insurance counseling and referrals



#### **Specialty pharmacy coordination and support**

- Triage and coordination among pharmacies
- Physician communication



#### **Administration of patient assistance programs for the under-insured and uninsured**

- Screening and eligibility evaluation
- Enrollment and re-enrollment



#### **Clinical and nursing support**

- Disease education
- Adherence support
- Clinician education
- Clinical trial recruitment and education

**Turn to our experts for an informed, methodical, strategic approach to designing, implementing and operating successful patient support programs.**



# Science and data inspired by patients

Labcorp Peri-Approval and Commercialization Services - Patient Access Solutions has the experience and we strive to be more than a partner to help you optimize the clinical and commercial value of your brand. We form relationships built on trust and expertise. We stop to listen and fully appreciate your unique needs. We understand the markets in which you compete and have mastered the skills essential to help you achieve your goals. From patient support programs and clinical educators to evidence generation and value communication, we harness our collective experience to customize forward-thinking solutions. What makes us unique is our flexible and nimble approach to delivering high-quality, patient-centric hub and field services that meet all of your patient and provider support needs.



Consultative Approach and Strategic Insight



Broad Therapeutic Area and Contact Center Expertise



Innovative Technologies and Flexible Solutions



Automated and Streamlined Processes

## **LABCORP PERI-APPROVAL AND COMMERCIALIZATION SERVICES - PATIENT ACCESS SOLUTIONS**

**Driven to deliver**

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**Learn more** at [drugdevelopment.labcorp.com/commercialization](https://drugdevelopment.labcorp.com/commercialization)