**Together with GSK** Oncology

# Ophthalmic Support Services

Together with GSK Oncology Enrollment Form

### **Overview**

To assist patients with corneal event management, Together with GSK Oncology (TwGO) offers Ophthalmic Support Services to patients enrolled in the program. These services include:



(Ophthalmology & Optometry) **Insurance Verification** (Covered/Not Covered)

Professional

Scheduling

Ophthalmic Appointment Reminders



## **Ophthalmological Services Insurance Verification**



TwGO will investigate ophthalmology coverage using the insurance information provided in section 7 of the enrollment form.



TwGO will review this information along with the full patient benefits during the Summary of Benefits Call Counsel.



Cost share and in/out of network information will NOT be verified by TwGO.

Together with GSK Oncology does not guarantee coverage or payer reimbursement for product treatment or administration.

## Finding an Eye Care Professional\*



TwGO will use the Vitals.com website to help patients locate an eye care professional.

**Online:** For callers who can access Vitals.com, TwGO will guide the caller through the Vitals.com website to locate an eye care professional on their own.

By Mail: If the caller cannot access Vitals.com, TwGO will overnight a list of eye care professionals within 3.5 miles of their zip code. If needed, this radius will be expanded to ensure a minimum of 5 eye care professionals are listed.



## **Ophthalmic Appointment Scheduling\***



While on the line with the patient, TwGO will conference the eye care professional office of the patient's choice to schedule an appointment.

• For patients who want appointment scheduling assistance but do not wish to be on the line during the call, TwGO will call the eye care professional office on the patient's behalf

TwGO will schedule the patient's baseline eye exam within **3 weeks of the infusion date** the patient provided.

TwGO will provide appointment scheduling for the first 2 ophthalmic visits. Any additional assistance will only be provided if requested by the patient.

## **Ophthalmic Appointment Reminders**



Once an appointment is scheduled, TwGO will follow up by phone 2 times to confirm whether the patient plans to attend, cancel, or reschedule the appointment:

• 2 weeks before the appointment (when applicable)



• 2 days before the appointment

Patients who confirm they will attend will be provided appointment details.

Patients who wish to reschedule or see a new eye care professional will be assisted by TwGO.

#### For patients who **cancel and do not wish to reschedule**, TwGO will:

- Inform the patient TwGO will not provide further follow-ups
- Remind the patient it is important to continue to see their eye care professional
- Advise patient to speak with prescriber
- Offer to transfer patient to a GSK Global Response Center nurse if patient requests additional support

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\*This service is offered during the Summary of Benefits Call Counsel to patients who are enrolled in the Ophthalmic Support Services.