



Ophthalmic Support Services

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:



Ophthalmic
(Ophthalmology
& Optometry)



Finding an
**Eye Care
Professional**



Ophthalmic
Appointment
Scheduling



Ophthalmic
Appointment
Reminders

Insurance Verification
(Covered/Not Covered)



To opt-in-to these services, patients must select **“Ophthalmic Assistance”** in section 1 of the enrollment form.

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*



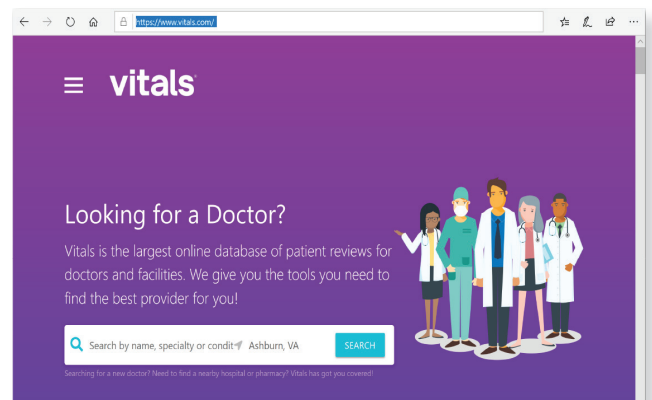
TwGO will use the **Vitals.com** website to help patients locate an eye care professional.



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