

For other Ovation product-related questions

Medical Information and Safety:

1-800-455-1141

Fax: 1-866-209-7599

(Monday through Friday, 9 am to 6 pm EST)

After hours: 1-630-321-2552

(For urgent medical questions)

Customer Service:

1-888-514-5204

(Monday through Friday, 9 am to 6 pm EST)

For after hours

Panhematin® emergency orders:

1-800-706-2191

For full prescribing information for any Ovation product,
please visit www.ovationpharma.com

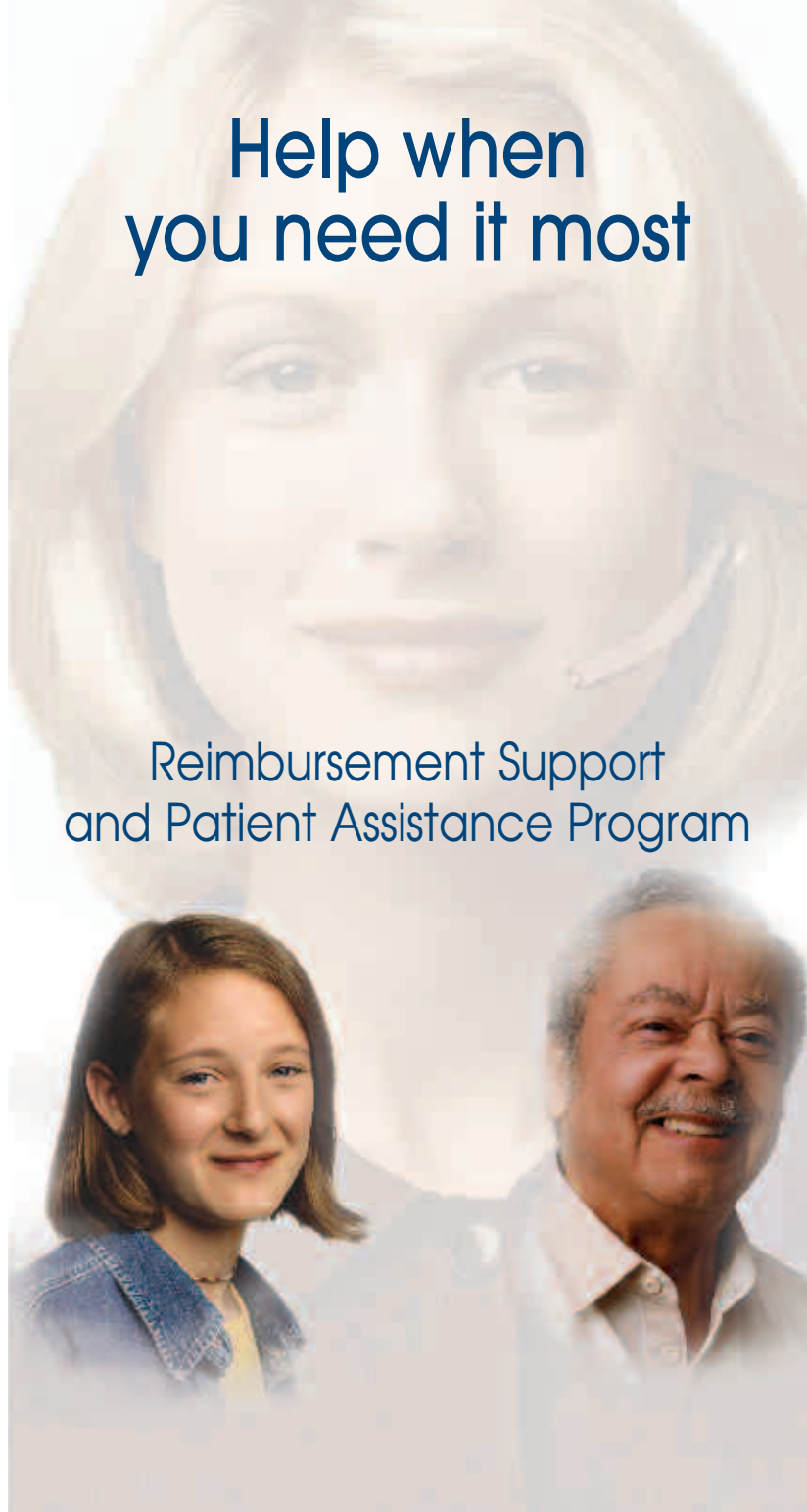


OVATION
Pharmaceuticals, Inc.

Ovation Pharmaceuticals, Inc.
Four Parkway North
Deerfield, IL 60015
847-282-1000

**Help when
you need it most**

**Reimbursement Support
and Patient Assistance Program**



OVATION
Pharmaceuticals, Inc.

Dependable assistance and support for Rx reimbursement

How the Ovation Reimbursement
Support Program can help

What is the Ovation Reimbursement Support Program?

The Ovation Reimbursement Support Program is a free service available to patients, caregivers, medical billing staff, healthcare providers, and others who have questions about insurance coverage and reimbursement-related issues.

What does the Ovation Reimbursement Support Program offer?

The Program offers comprehensive assistance for insurance-related issues:

Billing issues— Contact the hotline for assistance obtaining appropriate billing codes required on medical claims or if you need additional documentation to submit with your claims

Insurance verification— The hotline representative will contact your insurance company to determine in advance how it will pay for the Ovation product or related procedure in which you are interested

Prior authorization support— The hotline representative can help facilitate the prior authorization process by determining requirements, coordinating paperwork, and following up on the final decision

Insurer education— Representatives who staff the hotline can help educate insurers about Ovation products to expedite coverage and payment

Policy monitoring— The Program monitors public and private payor coverage policies to ensure you have the most up-to-date coverage information. Representatives will also answer any questions you have about insurance coverage and reimbursement related to Ovation products

CONTACT

CALL:
866-209-7604

FAX:
866-209-7599

E-MAIL:
ForOvation@covance.com

Coverage appeals— A hotline representative will review denied claims, explain appeal procedures, make suggestions for resubmissions, and follow-up throughout the appeal process

Alternate funding & patient assistance referrals and screening—The hotline staff can research alternate forms of coverage available to patients and make appropriate referrals, and if necessary, screen patients who have proven financial need for the Ovation Patient Assistance Program

How do I contact the Ovation Reimbursement Support Program?

Call our national toll-free number Monday through Friday between 8 am and 5 pm (eastern time) and an informed reimbursement professional will answer your questions.

1-866-209-7604

What if I can't call during the day?

If you are unable to contact us during our regular hours (Monday through Friday between 8 am and 5 pm eastern time), simply leave a message with your name, a phone number where you can be reached, and your question. You can also fax or email your questions to us. A reimbursement professional will return your phone call within one business day.