

Dompé CONNECT to Care

What to Expect Before Starting OXERVATE®

oxervate® 
(cenegermin-bkbj) ophthalmic
solution 0.002% (20 mcg/mL)

Welcome!

You and your doctor have made an important decision to treat your neurotrophic keratitis with OXERVATE. This guide explains what to expect between the time your doctor writes your prescription and the arrival of your first shipment.

OXERVATE is a prescription eye drop solution used to treat a condition called neurotrophic keratitis.

Please see Important Safety Information on [page 6](#), as well as the full [Prescribing Information](#) and [Patient Information](#) at [OXERVATE.com](https://www.oxervate.com).



Starting OXERVATE®: What to Expect During the Approval Process

Whether you have Commercial insurance (like Cigna or Aetna) or government insurance (like Medicare or Medicaid), the process of getting OXERVATE is different from filling a prescription at your local pharmacy.

Several steps happen before you receive your shipment of OXERVATE. The full process typically takes a few weeks, after which your medication will be shipped directly to you. This guide explains those steps.



Prescription and Welcome Call

01

Now that you've been prescribed OXERVATE, you've also been enrolled in Dompé CONNECT to Care, a patient support program that can help guide you through your OXERVATE journey.

Dompé CONNECT to Care will call you within 1 business day to confirm your insurance information and answer any questions you may have. The call will come from 1-877-422-4412.

To make sure support is always just a phone call away, add this phone number to your contacts. You can scan the QR code below with your mobile device or add the phone number manually.



Call: 1-877-422-4412
Mon-Fri 8 AM-8 PM ET

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Insurance Review and Approval

02

Most Commercial and government insurance plans cover OXERVATE®. Your doctor may need to send more information before your plan approves coverage. This is common and may take several days.

If you don't have insurance, you may be eligible for the Patient Assistance Program, which provides OXERVATE to you at no cost.

If Coverage Is Denied

Sometimes a health plan may decide not to cover OXERVATE. If this happens, your doctor's office will be notified by your health plan. Your doctor can then submit an appeal on your behalf to explain why coverage is necessary.

If you receive a denial from your health plan in the mail, contact your doctor's office to make sure they know about it.



Coverage and Costs

03

After approval, Accredo Specialty Pharmacy will call you to discuss any out-of-pocket (OOP) costs. This is the portion of the total cost of OXERVATE that your health plan doesn't cover and you may have to pay.



TIP: Calls from Accredo may come from a phone number that you do not recognize. Be sure to check your voicemail so that you do not miss important information about your delivery.

Accredo will also discuss ways to possibly reduce these costs.

- **Most patients with Commercial coverage** pay as little as \$0 for OXERVATE*
- **Some Medicare patients** may have **OOP** costs[†]; if so, third-party foundation assistance may be available
- **Most Medicaid patients** pay \$0 for OXERVATE
- **If you are uninsured or underinsured**, you may qualify to receive OXERVATE at no cost through Dompé's Patient Assistance Program

*For eligible patients. Program subject to change.

[†]Actual OOP costs will vary depending on how much the patient has contributed toward their annual maximum.

Reference: Data on file. San Mateo, CA: Dompé U.S. Inc.

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Delivery Coordination

04



Accredo will call you to schedule your delivery. Because OXERVATE® must be kept refrigerated, it's important to choose a delivery time when you'll be available to receive it and place it in the refrigerator upon arrival.

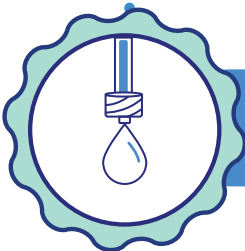


OXERVATE Delivery and Preparing for Treatment

05

Once you've scheduled your delivery, you'll receive a new shipment every 2 weeks until your 8-week treatment is complete. Before each shipment, you'll be contacted to confirm delivery.

When each shipment arrives, place your OXERVATE vials in the refrigerator within 5 hours.



Your First Dose

06

Remember to use OXERVATE as prescribed:

1 drop* • 6x a day • 2 hrs apart
for 8 weeks

*If treating both eyes, repeat this in each eye.

You can also visit [OXERVATE.com](https://www.oxervate.com) for more information.

Support is always here when you need it

Starting OXERVATE® may feel like a lot at first, but the Dompé CONNECT to Care team will be available to answer your questions and guide you through each step of your treatment process.



Save these numbers so that support is easy to reach when you need it.



For questions about enrollment, insurance coverage, or next steps
Call: 1-877-422-4412
Mon-Fri 8 AM-8 PM ET



For questions about financial assistance, your delivery, or treatment support
Call: 1-877-831-8112
Mon-Fri 8 AM-8 PM ET
Pharmacist support is available 24/7

Please see Important Safety Information on [page 6](#), as well as the full [Prescribing Information](#) and [Patient Information](#) at [OXERVATE.com](https://www.oxervate.com).

Important Safety Information

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Before you use OXERVATE®, tell your doctor about all of your medical conditions, including if you:

- have an infection in your eye. If you get an eye infection **while** using OXERVATE, talk to your doctor right away.
- are pregnant or plan to become pregnant. It is not known if OXERVATE will harm your unborn baby.
- are breastfeeding or plan to breastfeed. It is not known if OXERVATE passes into your breast milk. Talk to your doctor about the best way to feed your baby if you use OXERVATE.

How should I use OXERVATE?

- Use 1 drop of OXERVATE in the affected eye or both eyes if needed, 6 times each day, about 2 hours apart starting in the morning. Continue your treatment for 8 weeks.
- If you use any other eye drops, wait **at least 15 minutes before or after** using OXERVATE. This will help to avoid one eye drop diluting the other eye drop.
- If you also use an eye ointment or gel or an eye drop that is thick, use OXERVATE **first**, and then wait **at least 15 minutes before** using the other eye ointment, gel, or drops.
- If you wear contact lenses in your affected eye or both eyes remove them before using OXERVATE and **wait 15 minutes after** using OXERVATE before reinserting them.
- **Do not** use other eye medicines without talking to your doctor.
- Talk to your doctor first before you stop using OXERVATE.

What should I avoid while using OXERVATE?

- Your vision may be blurred for a short time after using OXERVATE. If this happens, **wait until your vision clears before you drive or use machines.**

What are the possible side effects of OXERVATE?

- The most common side effect of OXERVATE is eye pain, enlarged blood vessels in the white of the eyes, swelling of the eye, and increase of tears.

Tell your doctor if you have any side effects that bother you. These are not all the possible side effects of OXERVATE.

For more information about OXERVATE talk to your healthcare provider or pharmacist.

To report ADVERSE REACTIONS, contact Dompé U.S. Inc. at 1-833-366-7387 or FDA at 1-800-FDA-1088 or www.fda.gov/medwatch.

What is OXERVATE?

- OXERVATE is a prescription eye drop solution used to treat a condition called neurotrophic keratitis.

Please see full Prescribing Information and Patient Information at OXERVATE.com.

