

## Coherus COMPLETE™ Product Replacement Program

### Program Description

- This program allows physician offices or hospital outpatient departments to receive UDENYCA® (pegfilgrastim-cbqv) replacement product if all eligibility criteria are met
- This program does NOT require that providers have Coherus COMPLETE™ perform benefit verification for the patient prior to therapy
- Providers *may* register claims for product replacement after an initial claim for UDENYCA® is denied by a payer

### Physician Offices or Hospital Outpatient Departments Are Eligible Only

- If UDENYCA® is administered for a medically appropriate use, as determined by the specific payer's policies and coverage guidelines
- If the office conducted a product-specific benefit verification and followed all payer coverage requirements prior to treatment or has used Coherus COMPLETE™ services to conduct the benefit verification
- If UDENYCA® is not reimbursed after all eligibility criteria are met

### How the Program Works\*

#### 1. Identify the denied claim

#### 2. Report the denied claim to Coherus COMPLETE™

- Providers can register denied claims/appeals for UDENYCA® with Coherus COMPLETE™
- At registration, the provider receives a product replacement request form
- The provider is required to submit required documentation
  - Signed product replacement request form and patient consent
  - Proof of benefit verification (medical record or payer reference number)
  - When appropriate, prior authorization (PA) results
  - Explanation of Benefits (EOB)
  - Denied appeals
- If the provider meets eligibility requirements for product replacement, Coherus COMPLETE™ can support the remaining appeals process

#### 3. Coordinate with Coherus COMPLETE™ on the appeal(s)

- Providers work with Coherus COMPLETE™ on the appeal process to attempt to have the claim paid. If the claim remains unpaid after 2 unsuccessful appeals, then the provider is eligible for product replacement

#### 4. If approved, Coherus COMPLETE™ ships the product to the provider's office

**\*Providers must adhere to all program terms and conditions. Provider must submit appeals within the timely filing limit.**

### Program Terms and Conditions

For each claim, prior to initiation of UDENYCA® therapy, providers must perform a product-specific benefit verification to confirm that UDENYCA® will be covered by the payer for the intended use. The provider does not need to have this completed by Coherus COMPLETE™; however, Coherus COMPLETE™ can assist providers with the UDENYCA® benefit verification process upon request if providers obtain patient consent. If required, the provider must also obtain PA approval from the payer.

## Program Terms and Conditions (cont.)

The provider must keep a record of the benefit verification/PA results in the patient's record. This should include: the dates of these interactions, the name of the insurance representative by whom coverage was verified, and written information from the payer. Whether the patient's primary insurer is Medicare, Medicaid, or a private commercial payer, the patient's claim must meet the specific payer's guidelines for use of the therapy. If providers need assistance identifying the Medicare guidelines or Medicaid guidelines for their respective state, they should contact Coherus COMPLETE™.

Once a provider receives a denial for a properly verified claim and contacts Coherus COMPLETE™, Patient Access Specialists will confirm that the office is registered in the Coherus COMPLETE™ Product Replacement Program and will request copies of the relevant information, including but not limited to:

- The initial submitted claim
- The EOB (denial)
- Supporting documentation to show proof of a benefit verification and/or secured PA

Once these materials are received, Coherus COMPLETE™ will: confirm appropriate benefit verification and review the denied claim, help determine the reason for the denial, and provide support to appeal the claim. If Coherus COMPLETE™ confirms that the patient's coverage was verified prior to treatment, and the original claim was submitted appropriately, Coherus COMPLETE™ will register the claim in the Product Replacement Program.

Coherus COMPLETE™ can assist the provider with the first and/or second appeal. However, if a second appeal is unsuccessful, the provider must promptly notify Coherus COMPLETE™ to request enrollment in the Product Replacement Program for the registered claim. Coherus BioSciences will provide replacement product(s) to the provider for UDENYCA® (pegfilgrastim-cbqv) if all the above eligibility criteria are met.

The Product Replacement Program is available for outpatient use only and does not cover any costs related to office visits or administration of UDENYCA®. Coherus BioSciences may modify or terminate this program at any time without notice. Nothing in this program is intended to induce or reward referrals of product.

Providers should not bill the patient for any product that was replaced under this program. If providers receive any payments for products replaced under this program, they agree to pay Coherus for the cost of the product.

Providers that are reimbursed under a fully capitated rate for drug products or practices that account for drug products as part of their negotiated rates, the practice assumes full risk and cannot participate in the product replacement program.