

**LAZANDA Savings Program
Frequently Asked Questions (FAQs):
Additional Information
(844) 295-0550**

Question	Response
How do I answer the line	Thank you for calling the LAZANDA Customer Service Patient Assistance program. How many I help you?
What are the eligibility rules for the LAZANDA Patient Savings Program?	Commercially Insured patients are eligible to Pay \$25 and receive up to \$1,000 on your copay on each prescription for LAZANDA. Please present the savings card to your pharmacist along with your valid LAZANDA prescription. Diagnosis information may be required to verify that LAZANDA was prescribed for an FDA-approved use. Any remaining out of pocket costs will be the patient’s responsibility. Maximum benefit under the Program is 30 bottles per 30 days. The program is not available to uninsured or cash-paying individuals. Patients who move from commercial to state or federally funded insurance will no longer be eligible for the Program. Offer not valid for patients eligible for benefits under Medicaid (including Medicaid managed care), Medicare, TRICARE, Veterans Affairs, or similar state or federal programs. Offer void where prohibited, taxed, or otherwise restricted. Limit one enrollment per individual. Void if card is copied, transferred, purchased, altered, or traded. West Therapeutic Development, LLC., reserves the right to rescind, revoke or amend this program without notice. Please visit www.LAZANDA.com for eligibility details.
How do I use the LAZANDA savings card?	Take your LAZANDA savings card, along with your valid prescription for LAZANDA to your local pharmacy to receive benefit.
I did not receive a LAZANDA patient savings card, how can I get one?	Please visit www.LAZANDA.com to print a LAZANDA savings card program or you may be able to get one from your physician’s office.
How many times can I use my LAZANDA patient savings card?	This card can be used with each LAZANDA prescription and future refills. Benefit is limited to 30 bottles per 30 days.
When does the LAZANDA patient savings card expire?	The card does not have an expiration date. However, West Therapeutic Development, LLC., has the right to rescind, revoke or amend the patient savings card offer at any time.

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<p>I've previously used my LAZANDA patient savings card and I am not sure how many uses I have left.</p>	<p>Can I have your Group Number and ID Number, which is on the front of your copay savings card?</p> <p>(Rep questions: Contact Customer Service at 844-295-0550. MSM rep will answer questions.</p>
<p>I'm already taking LAZANDA, am I able to use the LAZANDA Patient Savings Card?</p>	<p>Yes. All LAZANDA Commercially Insured patients, new and existing, can use the Patient Savings Program. Please visit www.LAZANDA.com to for eligibility requirements and to download a card or see your physician to obtain one.</p>
<p>I'm on Medicare/Medicaid. Can I use the LAZANDA patient savings card?</p>	<p>No. The offer is only valid for patients who have commercial private health insurance, only. Offer not valid for patients who are not insured, cash-paying or have Medicaid, Medicare, TRICARE, and Veterans Affairs or any other state or federal healthcare program (including state prescription drug programs). Offer good only in US and its territories and void where prohibited by law, taxed or restricted. Please visit www.LAZANDA.com for eligibility requirements</p>
<p>What if I get my prescriptions filled through a mail order/specialty pharmacy?</p>	<p>Please call your mail order or specialty pharmacy to confirm that they will accept the LAZANDA patient savings card. If they do not accept the patient savings card, you must pay for your prescription and you can download a form at www.LAZANDA.com and send the prescription receipt along with the form to be reimbursed. Be sure to save your mail order pharmacy receipt for the rebate. We can also email you a manual rebate form if you can provide me your name, and email address. Follow the instructions on the rebate form.</p>
<p>Who do I call to report an adverse event or have any product questions about LAZANDA?</p>	<p>You can contact LAZANDA Adverse/Product Help Line at 1-866-458-6389 or we can transfer you now. If this is a Medical emergency, please hang up and call 911 immediately.</p>
<p>Who do I call If MSM receives any calls to MSM asking about Lazanda product issues, mention adverse events, or need medical info?</p>	<p>Please transfer the caller to 1-844-4-LAZANDA and use option #1 (that will route to the correct group).</p>