WE CAN
DO THIS
GETTING STARTED WITH PTC CARES™
Not an actual patient.
Visit PTCCares.com for more information about who we are and how we can help.
1-844-4PTC-CARES (1-844-478-2227)
Monday - Friday / 8 AM - 6 PM ET
PTC Cares™
STRONGER TOGETHER

PERSONALIZED SUPPORT FROM THE VERY BEGINNING

Let's get it started

Spending hours dealing with treatment access means spending less time enjoying the moments that really matter. At PTC *Cares*™, we don't think you should have to become an expert in treatment logistics to get the medication you need. That's why we're here.

When you join PTC *Cares*, you'll be connected with a dedicated Case Manager who will be at your side from the very beginning, providing the expertise you need to make accessing treatment easier at every step. Think of your Case Manager as your personal guide for treatment navigation, with the emphasis on personal.

Starting treatment: how we help

The Prescription Start Form (PSF) you fill out with your healthcare provider is more than just a prescription. It also enrolls you in PTC *Cares*, and it activates your most valuable resource—a dedicated Case Manager. Your Case Manager will help with:

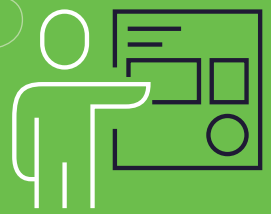
1

Confirming your prescription
Once we receive your PSF from your healthcare provider, your Case Manager will give you a call to confirm your insurance information and answer any questions you may have.

2

Benefits Investigation
We'll work with your healthcare provider and your insurance company directly to confirm your coverage and any out-of-pocket costs.

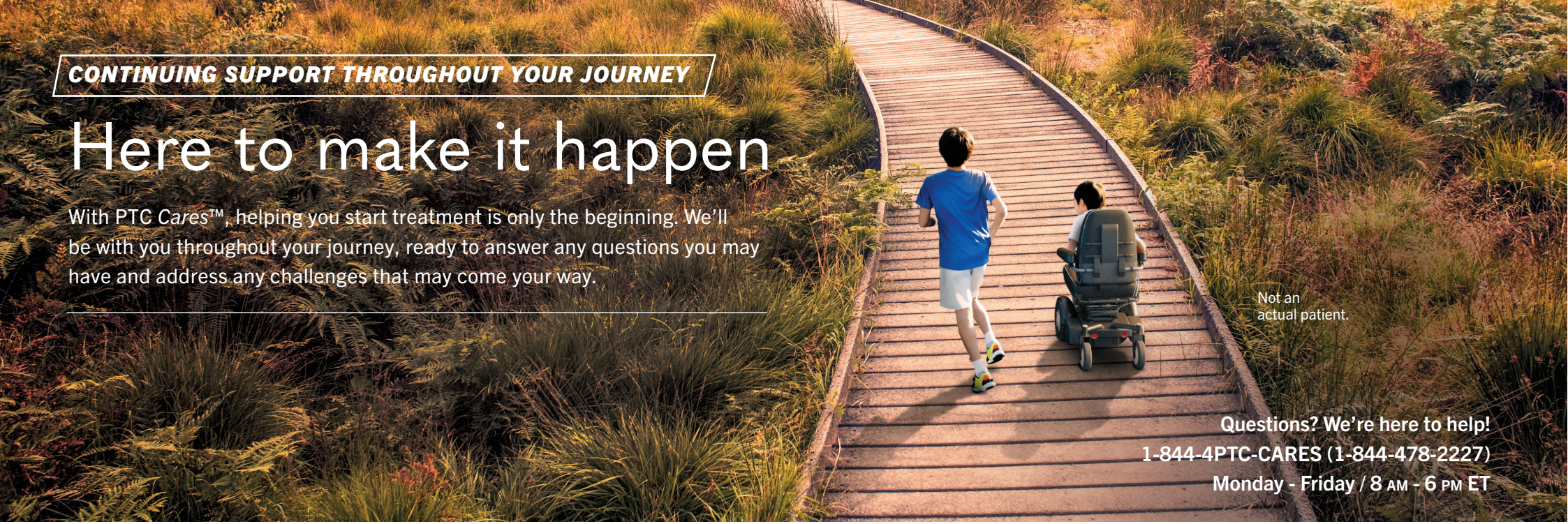
3



Explanation of Benefits
Your Case Manager will walk you through your insurance benefits and any additional financial assistance programs that may be available to you.

4

Scheduling medication deliveries
Your PTC medications will be delivered to you directly by a specialty pharmacy. Your Case Manager will coordinate with you and your pharmacy to help make sure deliveries arrive where and when you need them.



CONTINUING SUPPORT THROUGHOUT YOUR JOURNEY

Here to make it happen

With PTC *Cares*™, helping you start treatment is only the beginning. We'll be with you throughout your journey, ready to answer any questions you may have and address any challenges that may come your way.

Not an actual patient.

Questions? We're here to help!
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Wherever you are in the journey—we'll face it together

Navigating insurance changes

New insurance plan? Unexpected coverage roadblocks? We'll help you navigate open enrollment periods and any other insurance changes to help ensure that your treatment doesn't get interrupted.

Covering treatment costs

If you need assistance with out-of-pocket costs at any point during your treatment, you can always lean on us for help. We're just a phone call away and ready to help you explore your options whenever you need us.

Getting your medication on time

We know how important it is to get your medication when you need it. Your Case Manager will help by:

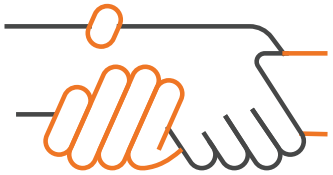
- Working with you and your specialty pharmacy each month to help with scheduling medication deliveries
- Proactively monitoring when your refills are due and providing timely reminders to schedule them

Going the extra mile, together

Uninterrupted access to treatment is our number one goal, but it's not our only one. We know families receiving treatment for Duchenne need more than just medicine. That's why we're committed to providing support that goes beyond treatment logistics. Together with our PTC Therapeutics Patient Engagement partners, PTC can help connect you with the right information when you need it.

Practical Support

Not sure where to start when looking for a Duchenne specialist in your area? Need a contractor who knows how to modify your home for better accessibility? Our Patient Engagement Team can connect you to the Duchenne community within your region, so they can help you find the information and resources you need.



Emotional Support

Looking to connect with other families living with Duchenne? Want to discuss the details of a Duchenne-related decision your family needs to make? Just need someone to talk to when you're having a particularly hard day? Whatever the issue, we can get you connected to a network of support, including our Patient Engagement Team, our Peer Navigator Program, or patient advocacy groups. We're always just a phone call away and ready to listen.

Support from someone who's been there

Learning how others have managed challenges and achieved successes can help you gain insight into decisions you may need to make for your family. Our Peer Navigator Program can connect you with other families who understand your journey. Your family can choose to speak with English- or Spanish-speaking navigators, according to your preferences.

Your Case Manager can help you connect with a Peer Navigator, or you can contact the program directly at:

(866) 282-5873

peernavigator@ptcbio.com

Connecting with the community

Patient advocacy groups can provide education, resources, and support to families living with Duchenne. Talk to your Case Manager to learn more about what patient advocacy groups do and how they may be able to help your family.

Not an actual patient.

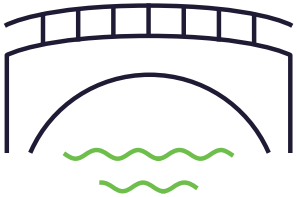
Understanding financial assistance and medication delivery

Financial assistance—always working to support your access to treatment

Insurance benefits can vary widely and as a result, sometimes medications can be costly. That's why we'll explore every option available to help minimize the cost to you. Your Case Manager will go over PTC financial assistance programs that may be available to your family, if eligible.

The Copay Assistance Program*† can help qualified families who have commercial insurance cover out-of-pocket costs associated with treatment.

The Patient Assistance Program* can provide treatment access to eligible families who do not have insurance or whose coverage has been denied.



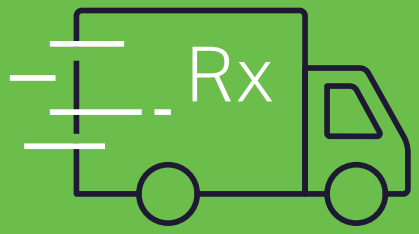
The Bridge Program* can provide patients who are actively enrolled in PTC *Cares* a temporary supply of PTC medication free of charge while they are waiting for verification of insurance coverage.

If you need additional financial support, we'll do our best to connect you to other charitable patient foundations that may be able to help.

* Low to no out-of-pocket costs for most patients who qualify.
† Not valid for prescriptions eligible to be reimbursed, in whole or in part, by Medicaid or Medicare (including Medicare Part D), or where prohibited by law.

Specialty pharmacy—when it comes to medication, we're determined to deliver

Like many other therapies for rare diseases, medications from PTC Therapeutics are distributed through specialty pharmacies that are specially trained to handle them and can deliver them directly to your door. Your Case Manager will work closely with you and your specialty pharmacy throughout your treatment to help coordinate the delivery of your medication.



Help scheduling deliveries
We'll help you schedule your shipments to make sure your medication is delivered where and when you need it.

Refill reminders
We know how important it is to get your medication on time. So, we'll proactively monitor when your refills are due and provide timely reminders to schedule them.

Specialty pharmacies can provide services, information, and support that regular pharmacies don't offer. Working with them might seem a little confusing at first, but don't worry: your Case Manager will always be available to answer any questions and help you coordinate the delivery of your medications.

An important note: You'll also receive a call from the specialty pharmacy each month to schedule your shipment. It's very important to answer these calls, because your medication can't be shipped without your confirmation and may not arrive on time if you miss a call.

TOGETHER,
WE'VE GOT
THIS
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