

**SPOC**<sup>SM</sup>  
SINGLE POINT OF CONTACT



**Simple steps to  
understanding  
reimbursement**

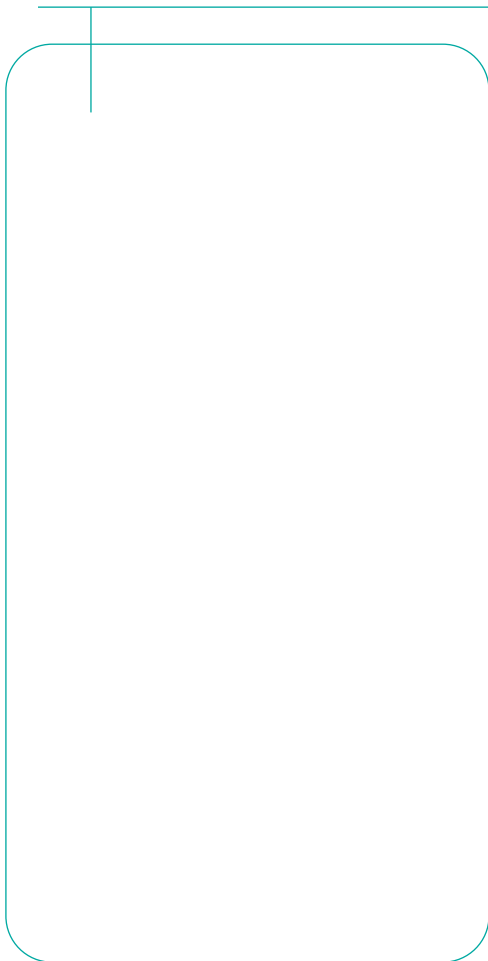
**Genentech**

*“I love helping patients’ families understand how insurance companies work and helping them navigate through the reimbursement process.”*

*Katie Fuller  
SPOC representative,  
Patient Appeals*

**This magnet is for your personal reference.  
Space is provided to add your personal case  
manager information, which will be provided to you.**

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## What is SPOC?

If you have been prescribed Nutropin AQ® [somatotropin (rDNA origin) injection], Nutropin® [somatotropin (rDNA origin) for injection], or the Nutropin AQ Pen®, but your insurance plan requires prior authorization, Single Point of Contact (SPOC) may be able to help.

SPOC is a reimbursement resource designed to address the informational needs of patients on Genentech products, including Nutropin and Nutropin AQ. You can find more information about SPOC by visiting [www.SPOCOnline.com](http://www.SPOCOnline.com) or simply by calling SPOC at 1-800-545-0498.

*“I’ll do everything  
in my power to  
help them explore  
their options.”*

**Gloria Rojas**  
SPOC representative,  
Florida

*“They can’t believe  
how much we do.”*

**Tom Morris**  
SPOC representative,  
San Francisco

## How can SPOC help?

Once you have registered with SPOC, a personal case manager will be assigned to:

- Provide you with reimbursement information about Nutropin
- Assess your benefits and prior authorization requirements
- Refer your case to an appropriate specialty pharmacy/distributor

## How do I register for SPOC?

You and your healthcare professional should complete the Statement of Medical Necessity (SMN) and the Patient Authorization & Notice of Release of Information (PAN) forms. Your healthcare professional should then fax both forms to 1-800-545-0612.

Be sure to sign and date the PAN form. Once your healthcare professional faxes these forms, SPOC will contact you within 2 business days of receipt. At that point, you'll receive contact information for your SPOC representative and further instructions.

## Frequently Asked Questions

### Should I contact SPOC for general questions about Nutropin AQ or Nutropin?

No. Questions about Nutropin AQ or Nutropin should be directed to 1-866-NUTROPIN. SPOC can respond only to questions involving reimbursement issues.

### When do I enroll for reimbursement assistance?

You can enroll in SPOC at any point during the reimbursement process, including:

- The start of treatment
- To continue treatment (recertification)
- If you receive an initial insurance denial
- After a first-level appeal has been attempted

### Why does SPOC ask for medical documentation?

SPOC provides reimbursement information, on behalf of a patient, based on the patient's clinical situation and the payor's coverage requirements. SPOC needs the medical documentation in order to support the prior authorization or recertification request and customize the appeal letter.

### How long will it take to establish coverage for Nutropin AQ or Nutropin?

There are several factors that will impact when and where the patient can receive their treatment. The time it takes to assess a prior authorization for medications and treatments varies among insurance plans. In some cases, prior authorization is not required.

**A SPOC representative is available to help answer these questions and more at 1-800-545-0498. Additional information is also available at [www.SPOCOnline.com](http://www.SPOCOnline.com).**

For more information,  
visit us at **Nutropin.com**  
or call **1-866-NUTROPIN**  
**(1-866-688-7674)**.

This description is provided for informational use only. The submission and completion of reimbursement or coverage-related documentation is the responsibility of the patient and healthcare provider. Genentech makes no representation or guarantees concerning reimbursement or coverage for any service or item.

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