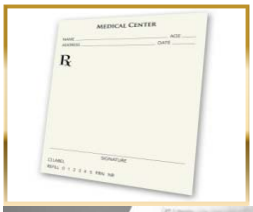
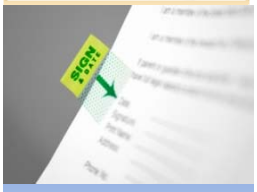
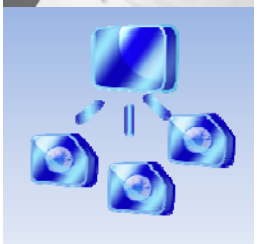
LEUKEMIA & LYMPHOMA SOCIETY®
fighting blood cancers

The Leukemia & Lymphoma Society
Co-Pay Assistance Program Enhancements

Co-Pay Enhancements July 2012	Previous Co-Pay Model
 Development of a dedicated pharmacy portal	Points of entry; Phone, Patient & Provider Portal
 Integration of electronic signature for online application processing	Written signatures required on document submissions
 Integration of online document import capabilities allowing users to upload documents directly or auto import faxed documents	Support documentation had to be sent via mail or fax
Implementation of a unique barcode recognition system for faxed documents	Not previously offered
Unique barcode system will attach documents to faxed/uploaded applications	Not previously offered
Provider notification of patient approval	Not previously offered

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Co-Pay Assistance Program Enhancements Overview

July 2012

Development of dedicated portal to better service pharmacies

A newly dedicated and secured portal was developed for retail and specialty pharmacies for electronic enrollment and submission. Pharmacies will receive email confirmation to setup a dedicated password for future access. Through a single registration pharmacy staff can create multiple patient applications in one session. This dedicated portal enables the program to distinguish pharmacy submissions allowing pharmacies to assist patients with their urgent medication needs.

Integration of electronic signature for online application

The introduction of electronic signatures both complement and support the online features. Physicians and their staff have the flexibility of using the quickest and easiest method for confirming a patient's diagnosis. A physician types in his or her name in the electronic signature box and uploads the document into the secured portal. This saves time for busy physicians and treatment centers which will result in quicker turnaround time for application processing.

Integration of online document import capabilities allowing users to upload documents directly or auto import faxed documents

With the enhanced online features, patients and providers have the ability to upload documents while submitting applications. Income documentation, insurance cards and insurance EOBs for example, could be uploaded directly to the system. Faxing and mailing documents are still an option, but now they are not the only option for sending documentation to the program. This is a great enhancement particularly for our providers.

Implementation of a unique barcode recognition system for faxed documents
Unique barcode system will attach documents to faxed/uploaded applications

For some patients and providers, faxing will still be the method of choice as well as for those users who do not have electronic documents available. These new features work in tandem; the unique barcode will be printed on fax cover sheets for patient and provider use. This feature enables the system to read the fax coversheet barcode on uploaded or faxed documents and attach them directly to the specific patient's account.

Provider Notification of Patient Approval

Providers submit a significant number of applications on behalf of patients. We have enhanced their efforts by giving them email notification when the application is approved. This eliminates one step from the follow-up process; providers will no longer have to call the program to inquire about a patient's status. This saves the provider time and informs them that they can begin submitting claims to the program.

For information about LLS' Co-Pay Assistance Program, call toll free (877) 557-2672 or visit www.lls.org/copay