



EXCITING CHANGES ARE TAKING PLACE in the LLS CO-PAY ASSISTANCE PROGRAM!

Our primary goal is to ensure that patients receive expedient, high quality, personal support with their co-pay needs so that cost does not impact access to necessary medications and/or insurance coverage. As part of our continued commitment to this goal, the LLS Co-Pay Assistance Program is pleased to announce the upcoming launch of a new database platform. This advanced tool will be available beginning on December 1, 2015 and will afford our online users a host of enhancements including:

- Centralized patient lookup capability for providers and pharmacies by NPI number
- Pre-qualification feature is available immediately upon portal entry rather than at the end of the full application process
- Patients can upload multiple expenditure documents, requesting reimbursement for more than one provider
- Providers and pharmacies will have access to program approval letters in real time with option to download and print
- Providers and pharmacies can submit multiple dates of service on a single expenditure
- Dramatically enhanced look and feel for portal users

The LLS Co-Pay Assistance Program will be closed, with all phone and online systems unavailable, beginning on Tuesday, November 24, 2015 at 5:00 PM ET in order to celebrate the Thanksgiving holiday and implement our new enterprise wide database platform.

The program will reopen, with all phone and online systems available, on Tuesday, December 1, 2015 at 8:30 AM ET.

While the program's eligibility requirements and services remain unchanged, portal users will notice some modifications. All **currently registered portal users will still have active accounts in the new system but will be prompted to re-set their password upon their first visit to portal after December 1st.**