How do I obtain AUVI-Q® (epinephrine injection, USP) through the direct delivery service – what are the steps?

There are 3 essential steps to obtain your AUVI-Q:

• Print the enrollment form (found here: https://www.auvi-q.com/pdf/Enrollment-Form-HUB.pdf) and bring to your doctor’s office (this will be filled out as your prescription for AUVI-Q).
• Have your doctor follow the instructions on the enrollment form to submit your prescription if they believe that AUVI-Q is right for you.
• Within two hours, you will receive a call from the Direct Delivery Service to verify your prescription, confirm insurance information (if needed) and schedule shipping. Once your prescription is processed, you will receive your AUVI-Q carton(s) at your home or your doctor’s office within 48 hours in most cases—there is no need to visit the pharmacy to pick up your prescription.

For any questions related to filling your AUVI-Q prescription, please call our customer service line at 877-30-AUVIQ (877-302-8847).

Will you have a co-pay card program like AUVI-Q had in the past?

We will not be offering a traditional co-pay coupon card. Through the AffordAbility™ program, our goal is to make obtaining AUVI-Q efficient and easy for $0 if you have commercial insurance, even for those with high deductible plans.

Will AUVI-Q be available at my pharmacy or only through the Direct Delivery Service?

While you can get your AUVI-Q at your local pharmacy, it is recommended to obtain AUVI-Q through the Direct Delivery Service because you will:

• Receive the best expiration dating for AUVI-Q
• Receive the product within 48 hours in most cases
• Avoid potential stocking issues at the pharmacy

However, if you are at the pharmacy with a prescription for AUVI-Q and encounter any issues with filling or your commercial insurance co-pay, ask the pharmacist to call 877-30-AUVIQ to ensure you are able to obtain AUVI-Q for $0.
How is AUVI-Q® (epinephrine injection, USP) shipped?

AUVI-Q is packaged and shipped in a container to maintain proper storage conditions in accordance with the AUVI-Q labeling.

How are you able to make AUVI-Q cost $0 out-of-pocket for patients?

If you are one of the more than 200 million Americans with commercial insurance and you have a prescription for AUVI-Q, kaléo will cover the portion of the cost for AUVI-Q that your insurance company does not cover. For example:

- If your commercial insurance covers 90% and you are responsible for the remaining 10%, kaléo will cover the cost of AUVI-Q to ensure you pay $0 out-of-pocket, even if you have a high-deductible.
- If your commercial insurance does not cover AUVI-Q at all, kaléo will pay the total amount so that you have a $0 out-of-pocket cost.

Which insurance companies cover AUVI-Q?

The best source regarding coverage information is your insurance provider. We recommend calling them directly for more information regarding your specific coverage. If you are concerned whether your specific commercial insurance provider covers AUVI-Q, rest assured, all commercially insured patients are eligible to obtain AUVI-Q for $0 out-of-pocket cost.

How much will I pay if I have government insurance, or if I don’t have any insurance?

- Eligible patients who are not covered by any insurance (commercial or government), but have a household income of less than $100,000 annually, will receive AUVI-Q for $0 out-of-pocket cost.
- For eligible patients with government insurance (e.g. Medicaid or Medicare), the out-of-pocket cost of AUVI-Q will vary according to plan.
- For patients without commercial or government insurance, but have a household income of more than $100,000 annually, AUVI-Q can be obtained for $360 through the Direct Delivery Service.

How can I speak with someone live for assistance?

If you, your physician, or your pharmacist have any questions about access to AUVI-Q, please call our hotline 877-30-AUVIQ for live assistance during the hours of 8:00 am-8:00 pm ET, Monday through Saturday.