

# Frequently Asked Questions

## Obtaining AUVI-Q® (epinephrine injection, USP)

### How do I get AUVI-Q?

It's easy — just download the enrollment form (found at [www.auvi-q.com/pdf/Direct-Delivery-Service-Enrollment-Form.pdf](http://www.auvi-q.com/pdf/Direct-Delivery-Service-Enrollment-Form.pdf)) and take it to your doctor. If you and your doctor decide AUVI-Q is right for you, have your doctor submit the enrollment form or electronically prescribe AUVI-Q. Once your prescription has been submitted, you'll get a call from ASPN pharmacy to confirm your prescription and shipping details so that AUVI-Q can be mailed directly to your home. To avoid delay of your AUVI-Q prescription, please be sure to answer the call from the pharmacy or call them directly at: 1-844-357-3968.

### How much is AUVI-Q?

If you have commercial insurance, AUVI-Q is \$0 out-of-pocket through the direct delivery service\* even if you have a high deductible plan or your insurance doesn't cover AUVI-Q at all. For those with government insurance the cost will vary by plan. For those without commercial or government insurance, learn more about the kaléo Cares Patient Assistance Program by visiting [www.auvi-q.com/getting-auvi-q/#kaleo-cares](http://www.auvi-q.com/getting-auvi-q/#kaleo-cares). Medicaid patients may also be eligible for the kaléo Cares program.

### Why is the wholesale price so high for AUVI-Q?

We believe that the most important price is the price to the patient. We also believe doctors should be able to choose what epinephrine auto-injector is right for their patients, including the option for AUVI-Q. Visit [www.auvi-q.com/getting-auvi-q/#pricing-philosophy](http://www.auvi-q.com/getting-auvi-q/#pricing-philosophy) to learn more about our pricing philosophy.

### Is AUVI-Q available at Walgreens?

Eligible patients with commercial insurance who are unable to fill their current epinephrine prescription may be eligible to obtain AUVI-Q 0.15 mg or 0.3 mg for \$0 out-of-pocket\* at Walgreens.

- On-site, the Walgreens pharmacist will work with each patient's healthcare practitioner to see if AUVI-Q is right for them.
- The pharmacist will then verify the insurance claim and arrange for AUVI-Q to be picked up at the pharmacy.
- If your commercial insurance does not cover AUVI-Q, even if you have a high deductible plan, you may be eligible to obtain AUVI-Q at \$0 out-of-pocket\* through the direct delivery service.
- With your permission, Walgreens will transfer your prescription to the [direct delivery service](#).
- You will be contacted by ASPN pharmacy to schedule the delivery of your AUVI-Q to your home or physician's office.

#### If you have any questions:

Call 1-877-30-AUVIQ to speak with someone on our team.

[\\*Please see full terms and conditions](#)

## If I have Medicare or Medicaid, can I get AUVI-Q?

Some government-sponsored health plans will provide coverage for AUVI-Q. However, coverage for those patients may vary widely. Patients should contact their government insurance provider for the most up-to-date information regarding AUVI-Q coverage. We do not have coverage for Medicaid patients, however, Medicaid patients may be able to obtain AUVI-Q for \$0 through our kaléo Cares Patient Assistance program. Learn more about the kaléo Cares Patient Assistance Program by visiting <https://www.auvi-q.com/getting-auvi-q/#kaleo-cares>.

## Does Tricare cover AUVI-Q?

We encourage you to discuss with your doctor and contact Tricare requesting coverage as AUVI-Q may be covered by Tricare with a patient co-pay.

## How do I get a refill? To submit a refill, do I contact AUVI-Q or the pharmacy?

The process for refills depends on the number of refills remaining on your AUVI-Q prescription as well as the coverage details of your insurance plan. For more information about AUVI-Q refills please call 1-844-357-3968.

## I've just received my AUVI-Q, but I need additional cartons.

In order to inquire about receiving additional AUVI-Q cartons, please contact 1-844-357-3968.

## What are the details of your access program?

- \$0 out-of-pocket for all eligible commercially insured patients, including those with high deductible plans, who acquire AUVI-Q through the direct delivery service.\*
- Support for patients who can't afford their medicines and who do not have commercial or government insurance.†
- Direct delivery service ships AUVI-Q directly to your home, and can ensure the best expiration dating for AUVI-Q.

To find out more, visit [www.auvi-q.com/getting-auvi-q](http://www.auvi-q.com/getting-auvi-q).

\*Only valid for commercially insured patients in the 50 United States and DC through the direct delivery service and/or designated retail pharmacies. Not eligible if prescriptions are paid for in part/full by state or federally funded program(s), like Medicare Part D, Medicaid, Vet. Aff., Dept. of Def., or Tricare, and where prohibited by law. OFFER IS NOT INSURANCE. Offer cannot be sold, purchased, traded, transferred, and cannot be combined with any other offer. Cash discount cards are not commercial payers and are not eligible to be used for this program. Offer provided by kaléo, and it may change at any time without notice. Call 1-877-30-AUVIQ for questions regarding offer eligibility.

†Patients who are eligible for Medicaid coverage may be eligible for assistance to receive AUVI-Q at no cost.