

Support to Fit Your Needs

The **Neurocrine Access Support** program is here to help you with routine needs and complex cases alike.

We realize some patients may have elaborate insurance and support requirements, and we understand the need for a multi-layered system. That's why we have a two-tiered team approach to assist you and your staff in any situation.

Dedicated Support

Your dedicated **Care Coordinator**, backed by a team, works with you, your staff, and your patients to navigate insurance requirements and processes to ensure patient access to CRENESSITY™ (crinecerfont). They are the first to contact if you or your patient have any questions or need to discuss the available support services.

Assistance for Complex Cases

Regional Patient Access Managers (RPAMs) are field-based experts who act as an additional resource to assist you with insurance access challenges and provide support in resolving escalated cases. Your RPAM is available to provide additional support in many ways, including:

- Assisting with CoverMyMeds® training and education
- Navigating intricate insurance situations
- Providing in-person and virtual assistance



In the cases where you need RPAM support, they can help answer access-related questions, such as:

How do I log on and use CoverMyMeds® for completing prior authorizations (PAs)?

How can I resolve complex insurance coverage?

Can the RPAM help with interpreting a denial letter or determining next steps for an appeal?



To ensure a seamless experience, Neurocrine Access Support, your RPAM, and your sales representative collaborate proactively to monitor nuanced patient cases and provide extensive support when needed.



Please reach out to your Neurocrine Sales Representative if you need RPAM support, and they can ensure you get the help you and your office need.

