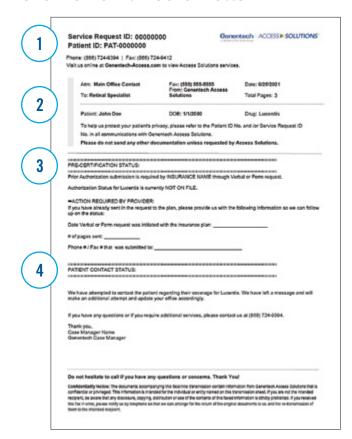
Understanding the Benefits Investigation Report From Genentech Ophthalmology Access Solutions



Your Case Manager can conduct a benefits investigation (BI) to help you determine your patient's health insurance plan coverage. The results of the BI are provided in a BI Report, which can be faxed to your office or viewed via My Patient Solutions® for Health Care Practices, our online patient management tool.

- The information on the documents accompanying this BI Report is confidential. It is intended only for the individual or entity named on this BI Report
- More details can be found on the subsequent page(s) of the BI Report

Overview of Fax Cover Letter



- 1 Service Request ID
 Identifies the Genentech Ophthalmology
 Access Solutions case or action.
 Multiple Case ID numbers may apply
 for a given patient
- Patient Information
 Provides information for whom the BI Report has been prepared, including Patient ID, name, date of birth and their prescription
- Prior Authorization (PA) and Pre-determination Summary
 Identifies whether a PA/pre-determination is required by the health insurance plan for treatment
- 4 Patient Contact Status
 Indicates whether or not Genentech
 has attempted to contact the patient
 and inform them of their Genentech
 ophthalmology drug coverage

The completion and submission of coverage- or reimbursement-related documentation are the responsibility of the patient and health care provider. Genentech makes no representation or guarantee concerning coverage or reimbursement for any service or item.



Overview of BI Report

The BI Report contains information about the payer, product coverage, the plan and how to acquire the ophthalmology product selected on the Prescriber Service Form.

The first page of the BI Report will contain information for your practice to view at a glance.

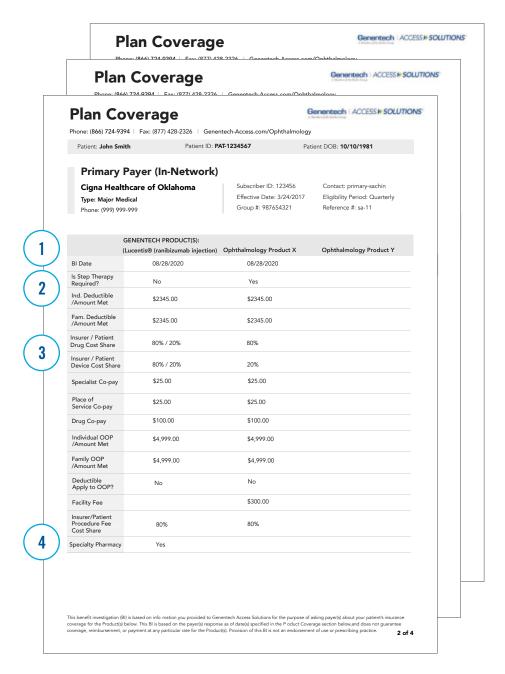


- 1 Demographic Information
 Includes patient-specific
 information, including
 diagnosis codes
- 2 PA and Pre-determination
 Identifies whether a PA/
 pre-determination is required
 by the patient's health
 insurance for treatment
- 3 Benefit Summary
 Summary of all insurers and
 Genentech Ophthalmology
 products submitted for BI,
 including applicable coding
 information
- 4 Payer Coverage Summary
 Summary of coverage
 details for the Genentech
 ophthalmology products and
 insurances requested

In-depth Payer Summary

This section is available for up to 3 payers per BI Report.

The BI Report is adaptive. If a certain field does not pertain to a patient's insurance, the field will not show up on the report.



- 1 Payer Coverage by Product
 Compares coverage for
 selected Genentech
 ophthalmology products
 within each plan
- 2 Step Therapy
 Identifies whether step
 therapy is required for
 the product
- 3 Cost Share
 Shows the details of the plan's coverage, including patient cost-sharing responsibilities (e.g., deductibles, co-pays, co-insurance)
 - This section also shows the patient's individual and family out-of-pocket maximums
- 4 Specialty Pharmacy
 Lets you know if the
 Genentech product can
 be acquired via specialty
 pharmacy (SP). If there is
 a preferred SP, its name
 is listed

Choose How You Want to Connect With Us

- Visit Genentech-Access.com/Ophthalmology
- Enroll in My Patient Solutions® for Health Care Practices to manage your patients online and connect with a Case Manager via our Secure Messaging portal
- Call a Case Manager at (866) 724-9394