



**firstresource**®

Making access easier for you

# How can **First Resource** help?

Pfizer First Resource offers many services to help patients access Pfizer medicines. Enrollment is easy. A simple phone call can start the process.



## First Resource offers:

### Reimbursement Support Services

A First Resource counselor will help patients and health care professionals understand coverage and reimbursement options. This includes benefit verification, in which the counselor will review a patient's benefits to see how they are covered for the medicine they need. They'll research and verify benefits, explain coverage options and policies, as well as investigate and explain the prior authorization process.

### Alternate Funding Assistance

First Resource can help a patient find alternate sources of funding if they need them. These may include state pharmaceutical assistance programs (SPAPs), Medicaid, Medicare Part D, low-income subsidies, and charitable foundations. A patient may also be able to receive a temporary supply of medication from Pfizer while a counselor seeks alternate funding.

### Appeals Process Information

If a claim is underpaid or denied, First Resource will investigate and explain the appeals process.

Services vary by product and eligibility.

### Access to Pfizer Medicines

Patients may be able to get their Pfizer medicines for free through the First Resource patient assistance program. They may also be able to receive co-pay assistance for certain medicines. A First Resource counselor will help determine patients' eligibility and help patients complete the enrollment process.

To be eligible, patients must:

- Have no prescription coverage or not enough coverage
- Meet specific income guidelines, adjusted for family size
- Reside in the United States, US Virgin Islands, or Puerto Rico
- Be treated by a licensed physician in the United States or Puerto Rico

Patients with prescription coverage who demonstrate significant financial or medical hardship can apply for Hardship Assistance.\* If patients are eligible, they can access certain Pfizer medicines through the First Resource program. Eligibility varies by product.

\*Hardship Assistance is available for oral products.

# Getting started with **First Resource**

To apply for any First Resource program, call 1-877-744-5675. Once a First Resource counselor determines a patient's needs and eligibility,\* the patient will need to complete an enrollment form. A patient's eligibility can be determined over the phone and an initial supply of medicine sent to the patient's health care professional. The completed enrollment form can be faxed to 1-800-708-3430 or mailed to the address on the back of this brochure.

The following information is required for the application:

- Name and address
- Date of birth
- Household size and monthly income\*
- Insurance information
- Doctor's name

\* Proof of income includes items such as the most recent federal income tax return, W-2 form(s), Social Security check, or a copy of the most recent pay stub. Proof of income is required within 30 days of enrollment.

Pfizer First Resource is a program designed to help patients obtain the Pfizer medicines they need. It can also provide patients with information about coverage options and alternate funding sources, if needed.

Medicines offered by First Resource include:

**Aromasin**<sup>®</sup> (exemestane tablets)

**Sutent**<sup>®</sup> (sunitinib malate) capsules

**Torisel**<sup>®</sup> (temsirolimus) injection

For a complete list of available medicines or to download an application, please visit us online at [www.PfizerHelpfulAnswers.com](http://www.PfizerHelpfulAnswers.com).

To contact First Resource:  
Phone 1-877-744-5675  
Fax 1-800-708-3430

## How do I contact First Resource?

### **By phone:**

Call 1-877-744-5675, Monday to Friday, 9 AM to 8 PM Eastern Time.  
You can speak to a live operator in English or Spanish.

### **By fax:**

Fax your enrollment application or other correspondence  
to 1-800-708-3430.

### **Online:**

Access First Resource information at [www.PfizerHelpfulAnswers.com](http://www.PfizerHelpfulAnswers.com).

### **Mail:**

Send correspondence to:

Pfizer First Resource  
PO Box 220582  
Charlotte, NC 28222-0582



First Resource® is a part of the Pfizer Helpful Answers® family of patient assistance programs—a joint program of Pfizer Inc and the Pfizer Patient Assistance Foundation™.