



OCALIVA®
obeticholic acid

EXPLORING THE POSSIBILITIES

Getting the support you need—
how your specialty pharmacy can help



Working together to help make your
treatment happen

You are prescribed OCALIVA® (obeticholic acid).
Now get ready for treatment to begin.

Starting treatment with help from your specialty pharmacy

Starting treatment can be a hopeful time. But it can sometimes be an uncertain time, too. You may be wondering:



How do I get my medicine?



What is this specialty pharmacy my doctor mentioned?



How does it work—and what do I need to do?

Many people have the same questions. This brochure can help you by providing practical information about specialty pharmacies and useful tips for working with them.

When you get started with your specialty pharmacy, you'll see all the ways they can help support you.

What's special about a specialty pharmacy?

A specialty pharmacy is different from your neighborhood pharmacy. A specialty pharmacy coordinates the delivery of specialized medicines such as OCALIVA® (obeticholic acid). These medicines may, for example:

- Be for a rare or chronic condition
- Require special handling, shipping, or storage

Here is how it may work.

Your specialty pharmacy:



Keep in mind that these steps can take some time. Your pharmacist or pharmacy technician may provide information about your medicine and tips for taking it correctly. They are also available to answer your questions.

Your medicine will be shipped from the specialty pharmacy



Your medicine can be shipped to your home. Sometimes it can be shipped to your neighborhood pharmacy, place of employment, or other location, if requested.

Refills also come from the specialty pharmacy.

Getting your refills on time matters. It can help you stay on track with your treatment, which is important for managing your condition.

Helpful tips to keep in mind about refills:

- ✓ **Order refills about a week before you run out of OCALIVA® (obeticholic acid).** To do this, follow the steps your specialty pharmacy describes.
- ✓ **Let your specialty pharmacy know if you will be away from home.** They can ship your refill to where you will be.
- ✓ **Ask about refill reminders.** Your specialty pharmacy may offer phone call, email, or text refill reminders.
- ✓ **Answer and return calls from your specialty pharmacy.** Your specialty pharmacy will call you about 5 days before your next refill.
 - Keep in mind that the phone number may show up on your caller ID as a 1-800 number or “unavailable.” It is important that you pick up the call or call them back right away so you can schedule your next delivery without unnecessary delays.

Keep your specialty pharmacy in the know.

Let your specialty pharmacy know right away if your address or insurance changes. Having the right information can help ensure you receive your refills in a timely manner.



A quick Q&A with a pharmacist:

Tips for getting the most from your specialty pharmacy

- Q:** What is the one thing you wish people knew about working with a specialty pharmacy?
- A:** A specialty pharmacy is different from a neighborhood pharmacy.

With a specialty pharmacy, you'll need to plan ahead because you can't just walk in and have your prescription filled right away. It's more like a mail-order pharmacy where you have your medicine shipped to you.

If you have your OCALIVA shipped to your local pharmacy, be sure to tell them it is from the specialty pharmacy so they'll know how to find it.

A quick Q&A with a pharmacist: Tips for getting the most from your specialty pharmacy (cont'd)

Q: What is one big hurdle you have helped people overcome to receive their medication?

A: Co-pay assistance matters to a lot of people.

Be sure to ask your specialty pharmacy for any type of co-pay assistance you may be eligible to receive.

Know that there are different kinds of co-pay savings programs as well.

- For people with commercial insurance, your specialty pharmacy has access to a co-pay card that can be applied to your OCALIVA® (obeticholic acid) prescription.
- For people with Medicare, Medicaid, or Veterans Administration benefits, your specialty pharmacy may be aware of nonprofit organizations that can help.

Be sure to ask about co-pay assistance.

Many people are eligible to receive some type of assistance.



Q: What are 3 important things to remember to get timely refills?

A:



WHEN do I need to ask for my refill?

It's best to reach out to your specialty pharmacy at least a week before you run out of OCALIVA.



WHO is the correct person to contact when it is time to refill the medicine?

Take note of who to contact and keep this information handy so you'll have it when it's time to refill.



WHAT types of refill reminders (emails, text messages, or calls) are available to help me remember?

Be sure to sign up for these helpful reminders.

Be proactive. Write down on your calendar or put an alert on your phone when it's time to order a refill.

A few DOs and DON'Ts for working with a specialty pharmacy

Here are some helpful reminders as you work with your specialty pharmacy.

DO

Do: Ask about co-pay assistance

Do: Sign up for refill reminders

Do: Alert the specialty pharmacy to any changes in your treatment plan, such as a change in dose

Do: Share your complete contact information (phone number, email address, and best times to reach you)

Do: Return any calls from your specialty pharmacy so they can schedule shipment of your OCALIVA® (obeticholic acid)

DON'T

Don't: Assume that there are no programs to help with your co-pay or that co-pay assistance will be automatically applied

Don't: Wait until the last minute for refills

Don't: Assume that the specialty pharmacy knows exactly what you and your doctor know

Don't: Hesitate to call again if you haven't heard back within 24 hours or if you have an immediate concern



Your specialty pharmacy is there for you

From the start and throughout your treatment, know that **your specialty pharmacy is there to help you.**

The pharmacists and pharmacy technicians truly want to help you. Their commitment to patients is a big reason why they do what they do.

Your specialty pharmacy team wants to be helpful.
Don't hesitate to ask for the help you need.

YOUR SPECIALTY PHARMACY IS THERE TO
HELP YOU THROUGHOUT YOUR TREATMENT.



Reach out to them. Talk openly.
Ask for the help you need.

To learn more about OCALIVA® (obeticholic acid)
visit ocaliva.com.



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