A Quick Guide to Help Your Patients Get the Medicines They Need

Connection to Care®, part of the Pfizer Helpful Answers® family of assistance programs, provides eligible patients with free Pfizer medicines through their doctor’s office.

1. How do I get my patients started?
   - Talk to your patient about Connection to Care and have him/her call or go to www.PHAHelps.com for an application
   - Work with your patient to complete the application and gather necessary documents, as listed on the application
     — Remember to sign your portion of the application before having your patient submit it to Connection to Care
   - You and your patient should receive notification of enrollment status in 3 to 4 weeks
   - If approved, keep a copy of your patient’s acceptance letter, which includes his/her Patient Identifier #
     — Each enrollment is valid for up to 1 year

2. How will my patients get their medicine?
   A 90-day supply will be shipped directly to your office.
   **Be sure to:**
   - Store medication securely once received
   - Notify patient and schedule a pick-up time
   - Dispense to patient in accordance with your state dispensing laws
   **Note:** For patients taking Lyrica® (pregabalin) or living in the US Virgin Islands (USVI) or Puerto Rico (PR), medication will be shipped directly to their home.

3. How do I re-order medicines?
   Approximately 1 month before your patient’s 90-day supply runs out, you must place a medicine re-order.
   **You can do this in one of two ways:**
   - Go to www.PfizerPAP.com to place and/or track a patient’s reorder online
   - Call 1-855-742-7497 to place an order via our automated phone system
   **Remember:**
   - Have the Patient Identifier # and shipping information ready, and allow 7 to 10 business days for processing
   **Note:** Patients taking Lyrica® (pregabalin) or living in the USVI or PR must re-order their medication on their own.

To learn more about Connection to Care, please visit www.PHAHelps.com