

# Patient Onboarding Checklist

Utilize this checklist to help your patients get started on XYWAV in 5 steps



## 1 Sign Them Up



Helping your patients get started on XYWAV begins with enrollment in the **XYWAV and XYREM Risk Evaluation and Mitigation Strategy, or REMS**, which is required for you and your patients.<sup>a</sup> In addition, patients can enroll in **JazzCares** to access patient support and financial assistance programs.

**Enroll your patient in the XYWAV and XYREM REMS.**

- Because of the risks of central nervous system depression and abuse and misuse, XYWAV is only available through a restricted program under the XYWAV and XYREM REMS<sup>1,b</sup>
- There are **3 required forms** that must be submitted to the Certified Pharmacy to complete the enrollment process and initiate the prescription:

**1 XYWAV and XYREM REMS Prescriber Enrollment Form**

**2 XYWAV and XYREM REMS Patient Enrollment Form**

Online enrollment is available. However, if you choose to fax or mail in the enrollment form, please ensure both you and your patient sign the form.

**3 XYWAV Prescription Form**

Remember to mark the indication on the XYWAV Prescription Form and ensure your address and fax number are correct.

- The Prescription Form requires a wet signature. The Prescriber and Patient Enrollment Forms have multiple options for enrollment

**Note: When signing the forms, please be sure to use an ink pen**

- Once the 3 required enrollment forms are submitted, enrollment is verified by the Certified Pharmacy for completion. Enrollment in the XYWAV and XYREM REMS is required 1 time

To learn more about getting your patients started on XYWAV, download the **XYWAV and XYREM REMS Prescriber Brochure** at [XYWAVXYREMREMS.com](http://XYWAVXYREMREMS.com)

**Patients can enroll in JazzCares.**

It is recommended that your patients enroll in **JazzCares** to access nursing and pharmacy support, financial assistance programs for eligible patients, and resources and support tools throughout their treatment journey.

- Patients can submit the online [JazzCares Patient Authorization Form](#) to unlock information about access and affordability programs<sup>c</sup>

<sup>a</sup>XYWAV is dispensed only by the central pharmacy that is specially certified and will only be dispensed and shipped to patients who are enrolled in the XYWAV and XYREM REMS with documentation of safe use.<sup>1</sup>

<sup>b</sup>Because of the serious risks associated with XYWAV, the Food and Drug Administration has required a special program called XYWAV and XYREM REMS. The purpose of the XYWAV and XYREM REMS is to make sure that the benefits of XYWAV outweigh the risks.<sup>1,2</sup>

<sup>c</sup>Not all patients are eligible for JazzCares access and affordability programs.

Please see full [Prescribing Information](#), including **BOXED Warning**.

## 2 Calls to Expect



After being prescribed XYWAV, patients can expect to receive 2 calls to guide them through the next step in the process.

### Inform patients to answer the 2 calls they will receive:

- **First, their JazzCares Nurse Case Manager** will call to welcome them, discuss insurance information, and explain how to get started.
- **Next, a pharmacist will call from the Certified Pharmacy** to counsel them, discuss their treatment plan, and arrange their first shipment.

### Advise patients to add the following phone numbers to their contacts so they will answer the calls

- JazzCares Nurse Case Manager: **1-888-376-3917**
- Pharmacist from the Certified Pharmacy: **1-866-997-3688**

### Patients can call the Certified Pharmacy (24/7) or their JazzCares Nursing Support Team at **1-866-997-3688** with questions or for more information.

**REMINDER: Inform patients that they MUST answer both calls to receive their first shipment of XYWAV**

## 3 Insurance Matters



The JazzCares team, including the Reimbursement Specialist and Jazz Access and Reimbursement Manager, work with your office to verify each patient's insurance coverage, offer financial assistance options for eligible patients, and answer questions.

### **Prior authorization (PA):** A PA may be required for your patient to get XYWAV.

- PA requirements vary by health plan. It is important to use the correct form for your patient's health plan and complete all required fields. Forms may be found on the health plan's portal or on platforms such as CoverMyMeds
- Commonly required information includes patient's diagnosis, current and past medications, attestation that potential conditions have been ruled out, and baseline test outcomes (eg, Epworth Sleepiness Scale, Idiopathic Hypersomnia Severity Scale)
- Your Jazz Access and Reimbursement manager can help answer questions and provide additional information related to the PA process

**You may also provide a Letter of Medical Necessity, peer-reviewed literature, and product information to help support your PA request**

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### 3 Insurance Matters (cont.)



**Financial Assistance Programs:** Determine which program is best suited for your patient. While waiting for insurance coverage, financial assistance programs are available to commercially insured patients as well as eligible patients who are uninsured or deemed uninsured due to a lack of coverage.

- Programs for eligible, commercially insured patients<sup>a-c</sup>:



**XYWAV Coupon Program:** Patients who have insurance coverage for XYWAV may pay as little as \$5 per prescription with the XYWAV Coupon Program.



**XYWAV Quick Start Voucher:** Patients who experience a delay in insurance coverage may receive a free 1-month supply of therapy with the XYWAV Quick Start Voucher, which usually ships within 2 days.



**XYWAV Bridge Program:** Eligible patients with a continued or new delay in insurance coverage may be eligible for up to 4 months of free therapy with the XYWAV Bridge Program.

- Eligible patients who are uninsured or deemed uninsured due to a lack of coverage may receive XYWAV at no cost, pending eligibility requirements with the **XYWAV Patient Assistance Program**. If your patient is eligible for and in need of this program, the Certified Pharmacy can provide guidance to your patient<sup>a,d,e</sup>

### 4 First Shipment



See Step 2 for the two calls your patient will receive from a **pharmacist** at the Certified Pharmacy and their **JazzCares Nurse Case Manager** before they can receive their first shipment of XYWAV.

- The **pharmacist** will counsel your patient, discuss their treatment plan, and provide delivery instructions
- The **JazzCares Nurse Case Manager** will review storage details and conduct a nonadherence risk assessment

XYWAV will be shipped to your patient overnight to ensure they receive the medication in a timely manner.

**Inform your patient that they or another designated adult must be available to sign for the XYWAV shipment**

<sup>a</sup>Patients must be residents of the United States, Puerto Rico, or other US territory. Jazz reserves the right to terminate or modify this program at any time with or without notice.

<sup>b</sup>Subject to an annual maximum benefit.

<sup>c</sup>Must be eligible, commercially insured patients who are enrolled in XYWAV and XYREM REMS.

<sup>d</sup>Subject to financial and other eligibility criteria.

<sup>e</sup>The Patient Assistance Program application is available online at [www.jazzcares.com/xywav](http://www.jazzcares.com/xywav). Other terms and conditions apply.

Please see full [Prescribing Information](#), including **BOXED Warning**.

## 5 Ongoing Support



- Once your patient has received their XYWAV prescription**, a dedicated JazzCares team steps in to provide ongoing support. If the patient has not done so already, it is recommended that they submit the online JazzCares Patient Authorization Form to receive the services listed below.
  - The JazzCares nursing support team includes the **JazzCares Nurse Case Manager** and **JazzCares Nurse Educator**, who work together to provide dedicated, personalized support for your patients throughout their treatment experience
  - A **pharmacist** from the Certified Pharmacy is available 24 hours, 7 days a week, to answer your patients' questions by phone
  - A **Reimbursement Specialist**, also from the Certified Pharmacy, verifies insurance coverage, provides reimbursement support, and assists with financial assistance programs
  - Your **Jazz Access and Reimbursement Manager** provides support as you help your patients navigate the insurance coverage process
- Remind your patients about the additional services** they have access to in addition to their dedicated JazzCares team:
  - Personalized prescription refill reminders via text and email reminders streamline the process for your patients to schedule their next shipment
  - The optional XYWAV Mentor Program, which connects your patients 1-on-1 with peers who are also taking XYWAV
  - It is recommended that patients download the optional myWAV™ app, which helps patients get started and supports them throughout their treatment journey

JazzCares is your partner in supporting your patients from day 1 throughout their treatment journey

### If you have questions or for more information, contact:



#### JazzCares Nursing Support Team

1-866-997-3688  
Monday-Friday, 8 AM-9 PM ET



#### Certified Pharmacy

1-866-997-3688  
Available 24/7



#### JazzCares

1-833-533-JAZZ (5299)  
Monday-Friday, 8 AM-8 PM ET



#### Jazz Access and Reimbursement Manager

Please see full [Prescribing Information](#), including **BOXED Warning**.

For more information on XYWAV, visit [www.xywavhcp.com](http://www.xywavhcp.com).

**References:** 1. XYWAV [package insert]. Palo Alto, CA: Jazz Pharmaceuticals, Inc. 2. Risk Evaluation and Mitigation Strategies. REMS. Food and Drug Administration website. <https://www.fda.gov/drugs/drug-safety-and-availability/risk-evaluation-and-mitigation-strategies-rems>. Updated May 16, 2023. Accessed January 4, 2024.

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