

Patient Assistance Program

FREQUENTLY ASKED QUESTIONS

Program Questions

1. How does the program work?
 - An FPI PAP application must be completed by the patient and licensed practitioner and submitted by mail to FPI PAP. If the patient's application is approved, a 3-month supply of medication will be shipped to the licensed practitioner's office to dispense to the patient.
2. What paperwork needs to be sent with the application?
 - A prescription for a 3-month supply of the requested medication.
 - A photocopy of the patient's Low-Income Subsidy (LIS) denial letter if he/she is a Medicare Part D enrollee (see LIS section for information).
3. How do I get an application?
 - You may download the application from www.forestpharm.com/pap, or call (800) 851-0758 to request that an application be mailed or faxed to you.
4. Can I fax the completed application and other documents to Forest?
 - No. FPI PAP will not accept photocopies of applications or prescriptions. Please mail your application to:

Forest Pharmaceuticals, Inc.
Patient Assistance Program
13645 Shoreline Dr.
Earth City MO 63045-1241

5. How long does it take to receive medication?
 - From the date the application is mailed to FPI PAP, it usually takes 4 weeks for the licensed practitioner to receive the medication. If the application is incomplete or missing required documents, processing time will be longer.

6. How long is the application valid?
 - The application is valid only for the 3-month supply that you receive from FPI.

7. Do I have to complete a new application each time I need medication?
 - Yes. You and your licensed practitioner must complete a new application each time you need medication. Medication will not be refilled based on an application previously submitted to FPI PAP.

8. How soon can I send my next application to FPI PAP?
 - You may mail a new application at any time; however FPI PAP will only ship medication once every 90 days.

LIS (Low-Income Subsidy) Questions

1. What is LIS?
 - LIS is a government program which helps individuals pay for prescription costs. If you are applying to FPI PAP and are a Medicare Part D enrollee, then you must also apply for LIS by calling (800) 772-1213 (TTY 800-325-0778) or going to www.socialsecurity.gov/prescriptionhelp/.

2. If I am approved for LIS, will I qualify for your program?
 - In most cases, you must be denied for LIS first in order to qualify for the FPI PAP program. However, if you are taking a Forest product that is not on any Medicare Part D formulary, then you may receive assistance from FPI PAP regardless of your LIS status.

3. Do I need to apply for LIS if I live in a US territory?
 - No. Patients living in a US territory are not eligible for the LIS program and the denial letter is not required.

4. Do I have to attach the LIS denial letter to each application?
 - Yes. Please retain the original denial letter for your records so that you can make photocopies to attach to each application submitted to FPI PAP.

5. Do I have to apply for LIS if I don't have Medicare Part D?
 - No. Only Medicare Part D enrollees are required to apply for LIS.

Income Questions

1. What is gross monthly household income?
 - This is the total amount of money you receive in one month's time before any deductions are taken out of your check(s).

2. Do I include my spouse's income in gross monthly household income?
 - Yes. You must include the income of all persons living in the household.

3. What are the income guidelines?
 - The income guidelines are the maximum dollar amount a household can earn in order to qualify for FPI PAP medication assistance. FPI PAP does not disclose these dollar amounts to the public.

4. What do I write on the application if I have no income?
 - If you have no income, please write "0" in the appropriate space on the application.

5. If I am a student, do I have to include my parent's income?
 - If you can be claimed on your parent's tax return, then you are required to include their gross income on your application.
 - If you cannot be claimed on your parent's tax return, then only count your gross income on the application.

6. Do I need to send proof of the gross monthly household income?
 - No. FPI PAP does not require you to attach proof of income with your application.

Social Security Questions

1. Is a Social Security number required?
 - Yes. FPI PAP shares information with the Centers for Medicare & Medicaid Services (CMS) for the purpose of determining Medicare Part D status. CMS requires that we provide Social Security numbers.

Medicare Questions

1. Do I have to complete section 1.1 if I don't have Medicare?
 - Yes. All applicants are required to answer "yes" or "no" to the questions in section 1.1 of the application.

2. Do I have to sign section 3.1 if I don't have Medicare?
 - No. Only those applicants who answer "yes" to Medicare Part D are required to sign and date section 3.1 of the application.

Medication Questions

1. Which products are available on the program?
 - Most FPI products, except controlled substances, are available through the FPI PAP. Some of the most commonly requested products are Aerobid Inhaler[®], Aerochamber[®], Armour Thyroid[®], Bystolic[®], Campral[®], Celexa[®], Levothroid[®], Lexapro[®], Namenda[®], Tessalon[®], Theochron[™], Thyrolar[®] and Tiazac[®].
2. How much medication will I receive?
 - FPI will ship a 3-month supply of the requested FPI PAP product to your licensed practitioner to dispense to you.

Prescription Questions

1. How should the product be written on the prescription?
 - Your licensed practitioner should write the FPI brand name of the product being prescribed. FPI does not manufacture any generic products; we cannot fulfill an application for a product that is manufactured by another pharmaceutical company.
2. How many months should the prescription be written for?
 - Your prescription should be written for a 3-month supply of medication according to your daily dosage as prescribed by your licensed practitioner.

Signature Questions

1. Can the patient and licensed practitioner sign the application in black ink?
 - FPI PAP highly recommends that you sign and date the application in a color other than black ink because it is easier to determine that the signatures are original. However, if you sign and date in black ink we will accept the application.
2. Can the licensed practitioner's office or patient advocate sign the application on the patient's behalf?
 - No. Neither a staff member of the licensed practitioner nor the patient advocate can sign and date the application for the patient. Only the patient can sign the application.
3. Can the office staff sign the application and prescription based on verbal orders (VO) received from the licensed practitioner?
 - No. The prescribing licensed practitioner must sign the application and prescription.
4. Who signs the application if the patient is a minor?
 - If the applicant is a minor, then the person who is the legal guardian at the time the application is completed should sign the application.
5. Who signs the application if the patient has given power of attorney (POA) to a caregiver or guardian?
 - The court-appointed POA representative may sign for the patient. Please attach a photocopy of the POA document received from the court.

Cost Questions

1. What is the cost of medication if I am approved for this program?
 - There are no costs or fees associated with this program. If your application is approved, FPI PAP will ship the medication to your licensed practitioner to dispense to you.

Status Questions

1. How soon can I check the status of my application?
 - Allow 2 weeks from the date your application was mailed to FPI PAP. After that date, you may call (800) 851-0758 to check the status of your application (refer to “Program Questions” section, question 5).

Shipping Questions

1. Which carrier does FPI PAP use to ship medication?
 - FPI PAP uses the United States Postal Service (USPS) or United Parcel Service (UPS) to ship medication.
2. Do you have a record of the person who signed for the medication?
 - No. We cannot tell you who signed for the medication upon delivery; however, we can tell you the date and time it was delivered to your licensed practitioner’s office.
3. Is the medication shipped to me or to my licensed practitioner?
 - The medication is shipped to your licensed practitioner.

4. Can medication be shipped to a pharmacy?
 - Medication can be shipped to a pharmacy as long as your licensed practitioner and pharmacy have agreed to specific delivery arrangements. Both the licensed practitioner and pharmacy must submit a signed agreement of these delivery arrangements with your application.

Dose Change Questions

1. What should I do if I have a change in dose?
 - If you have a change in dose during the processing of the application or after receiving your medication, your licensed practitioner must write a new prescription and indicate “Dose Change” on the revised RX. Please make sure your name and date of birth are clearly written on the RX. Do not submit a new application with the RX.