

## About us

Payer Matrix is a US-based Specialty Drug Advocacy organization who focuses on Specialty Drug Cost Containment and engages with plan sponsors (Private Sector, Public Sector and Taft-Hartley) to address the growing cost related to specialty medications. Our advocacy model successfully advocates for patient funding specific to high-cost medications and reduces the overall prescription drug cost to the plan sponsor and member. We identify various forms of assistance programs, including manufacturer patient assistance, copay assistance, and other resources to achieve these goals.

## Frequently Asked Questions

### Program Criteria

**Q: What are example criteria to qualify for these programs?**

*A: Each medication and program may have different requirements, but they may include: Income, Clinical Appropriateness (diagnosis/indication), Medical Necessity, Age Requirements.*

**Q: What if my income is too high to qualify? Do I still have to work with Payer Matrix and go through the program?**

*A: We recommend that all members seeking coverage, regardless of income, go through the same process with Payer Matrix, as there are programs that are not income based.*

**Q: Do I have to provide financial information?**

*A: Financial information may be required at times as part of the application process if there is an income threshold requirement for the manufacturer. Not all manufacturers request financials on the application. Typically, the last two pay stubs for the member and spouse are required. Some programs allow you to elect a credit history check instead of providing financials.*

### Privacy and Security

**Q: How does Payer Matrix use my data?**

*A: We use your prescription and treatment plan information in order to provide you with our advocacy services.*

**Q: How does my employer work with Payer Matrix?**

*A: Payer Matrix partners with plan sponsors to help lower your cost of prescription medications.*

**Q: How will I receive and submit my enrollment paperwork?**

*A: We prefer to send information to members via overnight mailing with signatures required. We will provide a prepaid label for any return documents.*

**Q: How is my information protected?**

*A: Payer Matrix follows industry-standard data security practices and has technical and organizational measures in place that are designed to protect your personal information.*

### How to Contact Us

**Q: Who do I contact with questions?**

*A: Please contact Payer Matrix's Customer Service Team at (877) 305-6202, 9:00AM – 7:30PM EST.*