



FREQUENTLY ASKED QUESTIONS ABOUT ACCESSING TREATMENT

The following are answers to frequently asked questions from patients and caregivers regarding access to therapy during the COVID-19 pandemic

Has COVID-19 impacted the supply of product?

Mitsubishi Tanabe Pharma America, Inc. (MTPA) has ample supply of intravenous (IV) RADICAVA® (edaravone) in the U.S. to meet patient needs for access to treatment. The company continues to produce and package therapy for shipment to the U.S., and does not anticipate an interruption of supply. Our teams will continue to take proactive steps to ensure a safe and reliable ongoing supply.

Will infusion centers still be treating patients?

We're maintaining regular contact with infusion providers regarding safety procedures and contingency plans for the pandemic. It's our understanding that many infusion centers are maintaining standard operations. To our knowledge, infusion providers have initiated additional safety protocols to address patient care. If you have specific questions related to your infusion, please contact your doctor or infusion provider.

What safety precautions should I follow when going to my infusion center?

We encourage you to follow national, state and local guidelines for social distancing and the wearing of protective masks.

Can my caregiver come with me to the infusion center?

We know having your caregiver by your side is important to you. Policies about caregivers at this time may vary based on your location. Ask your infusion center when you call to confirm your appointment before traveling to the site of care.

Can I switch to home infusions during this time? What steps do I need to take?

If you are unable to get to an infusion center or if you have any questions about how you can maintain your treatment protocol in this challenging time, we encourage you to seek advice from your doctor or infusion provider. You can also contact the **JourneyMate Support Program™** to speak with one of our team members that can support you in understanding your potential options during the pandemic. Anyone needing assistance can contact the **JourneyMate Support Program™** by calling toll-free 1-855-457-6968.

Can I order extra treatment and infusion supplies in the case I am self-quarantined?

The answer will vary based on your specific insurance plan and insurance provider. Please contact your doctor, infusion service provider or a **JourneyMate Support Program™** Insurance & Access Specialist for assistance with navigating the process during the pandemic. You can contact a **JourneyMate Support Program™** Insurance & Access Specialist by calling 1-844-772-4548.

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Is the COVID-19 pandemic impacting the process of getting approval from insurers (e.g., time delays)?

The process may vary based on your insurance provider. It is our understanding that insurance providers are doing what they can to prevent delays. At MTPA, we have implemented an electronic fax and eSign process with doctors to enable signatures virtually, when possible. This is one of our steps to help address the potential impact on reimbursement approvals during the pandemic.

What if I have lost my insurance due to COVID-19 job loss?

MTPA has a Patient Assistance Program that enables eligible uninsured patients to receive treatment at no charge from MTPA for up to two years. For more information about the Patient Assistance Program or to download the brochure, please visit [RADICAVA.com](https://www.radicava.com).

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