



Website User Guide for Healthcare Providers





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AZ&ME WEBSITE OVERVIEW

The AZ&Me website was developed for use by patients, legally authorized representatives (LARs), and Healthcare Providers (HCPs) to simplify the application for enrollment and re-enrollment in the **AZ&Me Prescription Savings Program**, as well as prescription tracking, refills and delivery.

The platform also provides a comprehensive **Patient List** and **Patient Dashboard** so healthcare providers can maintain an overview of their AZ&Me patients, support their participation in the program and help manage their prescriptions.

Once on the AZ&Me website (and in this user guide) the term “HCPs” typically refers to members of the care team including prescribing physicians, office staff, pharmacists and other healthcare professionals who support the patient journey.

The only exception to this is during registration, where HCPs must register using an NPI number — all other care team members should register as Office Staff.



Online & Mobile Access

The AZ&Me website can be accessed via desktop across all major browsers such as Chrome, Edge, Firefox and Safari. The website is also mobile-friendly. While available on smartphones, readability is best on devices with larger screens like an iPad or tablet.

ADA Compliance

AZ&Me complies with ADA guidelines.

If you encounter an issue while using the AZ&Me website, you can call AZ&Me at 1-800-AZandMe (1-800-292-6363), Monday through Friday, 9:00 AM to 6:00 PM ET.



The top navigation on the AZ&Me homepage and embedded links in the body and footer allow users to access key areas of the website.

1. Home

Return to the homepage from anywhere on the site.

2. Important Program Updates

Review recent changes to the products available through AZ&Me, updates to the program, and related FAQs.

3. Forms & Resources

Access program documents designed to help facilitate the application/enrollment process and several website resources such as the user guide and “how-to” videos.

4. FAQs

Review answers to frequently asked questions about the AZ&Me program, covering topics like eligibility and enrollment, and receiving/refilling medications through AZ&Me.

5. For Healthcare Providers

Access forms and resources specific to prescribers and office staff. (See page 5 for details.)

6. Sign In

Hover over the **SIGN IN** button for the dropdown menu, then select Prescriber/Office Staff to sign in.

7. Quicklinks

Access key pages on the AZ&Me website:

- AZ&Me Medications and Applications
- Check Your Eligibility—An eligibility overview and access to the Eligibility Assessment Tool
- Patients New to AZ&Me—Start the online application process
- Patients Currently Enrolled—Log in to the Patient Dashboard

8. For Current AZ&Me Patients

This box provides the link patients/LARs can use to launch the AZ&Me Digital Assistant.

9. For Healthcare Providers

This box includes a link to the instructions to electronically submit prescriptions as well as a button that leads to the For Healthcare Providers page.

10. Applying to AZ&Me Accordion

Expand the toggle for a step-by-step overview on how to apply for enrollment in AZ&Me.

The screenshot shows the AZ&Me homepage with a purple header. The navigation bar includes links for Home, Important Program Updates, Forms & Resources, FAQs, For Healthcare Providers, and Español, each with a numbered circle below it. A SIGN IN button is on the right. Below the navigation bar is a section titled "Helping Patients Access Their AstraZeneca Medications" with four buttons: AZ&Me Medications and Applications, Check Your Eligibility, Patients New to AZ&Me, and Patients Currently Enrolled. A numbered list on the left highlights key features: 1. Home, 2. Important Program Updates, 3. Forms & Resources, 4. FAQs, 5. For Healthcare Providers, 6. SIGN IN, 7. AZ&Me Medications and Applications, 8. For Current AZ&Me Patients, 9. For Healthcare Providers, and 10. Applying to the AZ&Me Program. The bottom section includes an "About AZ&Me" paragraph, a list of who AZ&Me supports, and an "Applying to the AZ&Me Program" section with a toggle for "What do I need to Apply? (+)".

AZ&Me
AstraZeneca Prescription Savings Program

Home Important Program Updates Forms & Resources FAQs For Healthcare Providers Español SIGN IN

1 2 3 4 5 6

Helping Patients Access Their AstraZeneca Medications

AZ&Me Medications and Applications Check Your Eligibility Patients New to AZ&Me Patients Currently Enrolled

7

About AZ&Me

If you have been prescribed an AstraZeneca medication and can't afford it, the AZ&Me Prescription Savings Program may be able to help. AZ&Me provides medications at no cost to eligible patients who are prescribed AstraZeneca medications and cannot afford them.

AZ&Me supports patients who:

- Do not have health insurance
- Are covered under Medicare but still cannot afford their AstraZeneca medications

If you are having trouble affording your AstraZeneca prescription, we encourage you to check your eligibility before applying to the program.

10

Applying to the AZ&Me Program

What do I need to Apply? (+) EXPAND

For Current AZ&Me Patients

8 To access AZ&Me's Digital Assistant and opt-in for real time updates regarding your AZ&Me enrollment, [click HERE](#).

For Healthcare Providers

9 Please ePrescribe for quickest processing. You can electronically submit your patient's prescription(s) directly to our pharmacy. [Instructions here](#).

More Information for HCPs

AZ&Me Prescription Savings Program
Monday through Friday, 9 AM – 6 PM ET | Phone: 1-800-AZandMe (1-800-292-6363) Fax: 1-877-239-0867

Please see full Prescribing Information, including Boxed WARNING(S) for XIGDUO XR.

You may report side effects related to AstraZeneca products to the FDA at 1-800-FDA-1088 or visit [www.fda.gov/medwatch](#).

This page provides an overview of ways HCPs can leverage the AZ&Me Website to help patients apply to the program, manage patients who are enrolled, and send prescriptions electronically or by fax.

In addition, HCPs can access the following resources:

- *Forms including:*
 - Cold Chain Products Shipment Request
 - Program Consent
 - Specialty/Rare: Insurance Reconsideration
 - Specialty/Rare: Medicare Enrollment
 - Program Withdrawal
- *AZ&Me Website Support*
 - HCP User Guide
 - How-to Videos:
 - *Homepage Overview*
 - *Registration/Sign In*
 - *Applying to AZ&Me*
 - *Patient List & Dashboard Overview*
 - *Document Uploads*

Prescribers and Office Staff must register and sign in before taking any of the actions described on this page. (See pages 6 and 7 for more details on registration and sign-in.)

AZ&ME
AstraZeneca Prescription Savings Program

Home Important Program Updates Forms & Resources FAQs **For Healthcare Providers** Español **SIGN IN**

For Healthcare Providers

If your patient is having trouble affording an AstraZeneca medication, AZ&Me may be able to help.

Helping Your Patient Apply to AZ&Me

If the patient or legally authorized representative (LAR) is physically present to provide consent, you can apply online.

If a patient or LAR is not present in the office, they can fill out and fax in the application or you may direct them to apply online at www.azandme.com.

Before starting the application and requesting to enroll a patient in the program, make sure you have the following:

- The name and formulation of the AstraZeneca medication prescribed to the patient
- The patient's contact, health insurance, and income information

For more information on what you need before getting started and what to expect after submitting the application, please see [Applying to the Program](#). You will be notified whether or not your patient is eligible.

Forms

Cold Chain Products: Shipment Request Form	Program Consent Form	Specialty/Rare: Insurance Reconsideration Form	Specialty/Rare: Medicare Enrollment Form	Withdrawal Form
Click HERE for a form description	Click HERE for a form description	Click HERE for a form description	Click HERE for a form description	Click HERE for a form description

AZ&Me Website Support Resources

Healthcare Providers User Guide **DOWNLOAD**

This user guide is for Healthcare Providers (HCPs) using the AZ&Me website. It offers clear, step-by-step instructions for registering, signing in, navigating Patient lists and dashboards, sorting and filtering Patients, and performing actions to support each Patient's application.

Self Service Walk-Through Videos

	Home Page Overview Information on the navigation bar and where to find resources for both Patients and Healthcare Providers.		Healthcare Provider Registration/Sign In Learn how HCPs can register and sign in to the AZ&Me website.
	Healthcare Provider Applying to AZ&Me Learn how HCPs can apply to AZ&Me online.		Healthcare Provider Patient List Learn how HCPs can sort and filter their Patient List and locate actions needed on the Patient dashboard.

Healthcare Provider Document Healthcare Provider Refill

WEBSITE REGISTRATION

As mentioned, during online registration HCPs must have an NPI to complete the process. HCPs who do not have an NPI can call AZ&Me and speak to a representative to register.

HCP (Prescriber) Registration

1. Everyone starts by clicking **SIGN IN** on the homepage.
2. **At the Sign In pop up:**
If you're a registered user, you will be able to Sign In successfully and proceed to your Patient List. If you're not a registered user, you will be prompted to register online.
3. Start the registration process by selecting your role.
4. **Registration Form**
Complete the online form and click Complete Registration. Once completed, you can sign in to the AZ&Me site. (See next page.)

Office Staff Registration

At present, HCPs without an NPI and Office Staff can only register by phone after their affiliated prescriber/institution has an established AZ&Me account. To register, call AZ&Me at 1-800-AZandMe (1-800-292-6363), Monday through Friday, 9:00 AM to 6:00 PM ET. This step only needs to be completed once.

1 SIGN IN
Patient/Legally Authorized Representative
Prescriber/Office Staff

2 AZ&ME
AstraZeneca Prescription Savings Program
Sign in to your AZ&Me Account
*Required fields
First Name
Last Name
Email
OR
Mobile Number
SUBMIT

3 AZ&ME SIGN IN
Registration
Please choose the option below that describes you best.
PRESCRIBER OFFICE STAFF

4 AZ&ME SIGN IN
Registration for Prescriber
Please fill in the following information to register with AZ&Me (registration does not guarantee approval)
*Required fields
Prescriber NPI
Facility Name
City State
HCP First Name HCP Last Name
Address 1 Address 2
City State ZIP
Phone # Fax # Email
Is the information above correct? Yes No
Optional Information

SIGN-IN PROCESS (ONCE REGISTERED)

Signing In

1. Sign In

After registration, to sign into AZ&Me hover over the **SIGN IN** button for the drop-down menu, then select **Prescriber/Office Staff**.

Sign-in Screen

2. Sign-in Information

Prescriber/Office Staff must enter the following information:

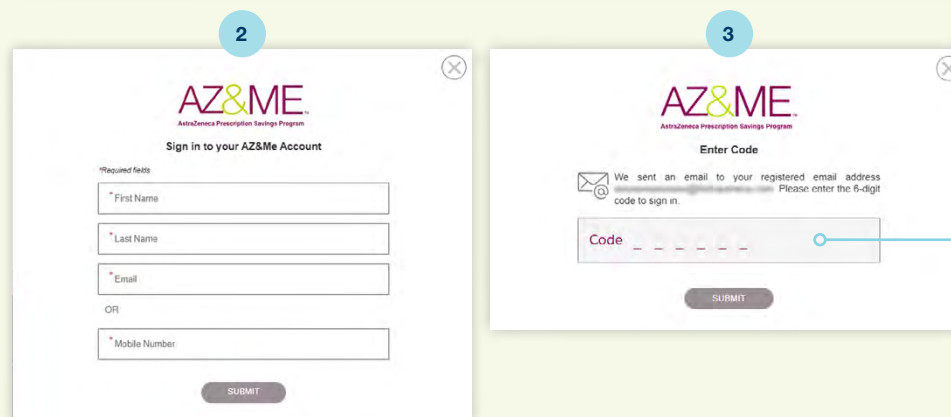
- First Name
- Last Name
- Email address or mobile phone number used during website registration

3. One-time Passcode

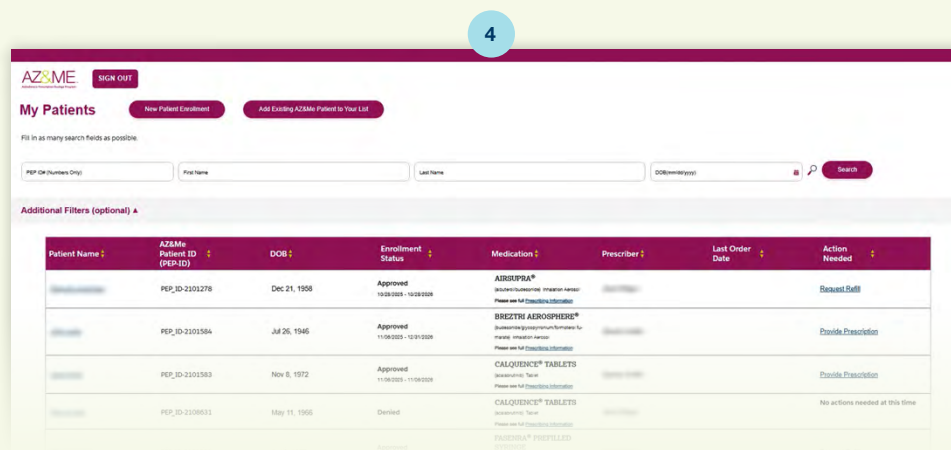
If the email or mobile phone is recognized or previously verified, a One-time Passcode (OTP) will be sent to that email address or mobile phone.

4. Sign In Complete

Once verified, you will be automatically directed to the **Patient List** page.



To protect sensitive information, a One-time Passcode is sent to the user's registered email or mobile phone as part of the Sign-in process.



APPLYING FOR ENROLLMENT

Patients, LARs or HCPs can apply for a patient's enrollment into AZ&Me either online or by downloading an application. Online application status may be determined immediately. Faxed applications may take up to 5 business days. A new application must be submitted for each AstraZeneca medication that the patient needs assistance affording.



Information Needed to Apply:

- Patient's name and address
- The patient's phone number and email (or the LAR's if primary contact)
- Health insurance status (Medicare, no insurance, etc.)
- Household Size and Adjusted Gross Income
- The name and formulation (tablet, capsule, injectable, etc.) of the prescribed AstraZeneca medication

Want to help the patient check eligibility before applying?

From the AZ&Me homepage, click on the **Check Your Eligibility** button to review the eligibility criteria. From there you can also click on the [Eligibility Tool](#) where the patient can answer a few questions and see their eligibility status.

1. Online Applications

Patients, LARs and HCPs can access online applications for AZ&Me covered medications from the **Patient Dashboard**. HCPs can also access online applications from the **Patient List**. Simply click the **Request New Medication** button at the top of either page.

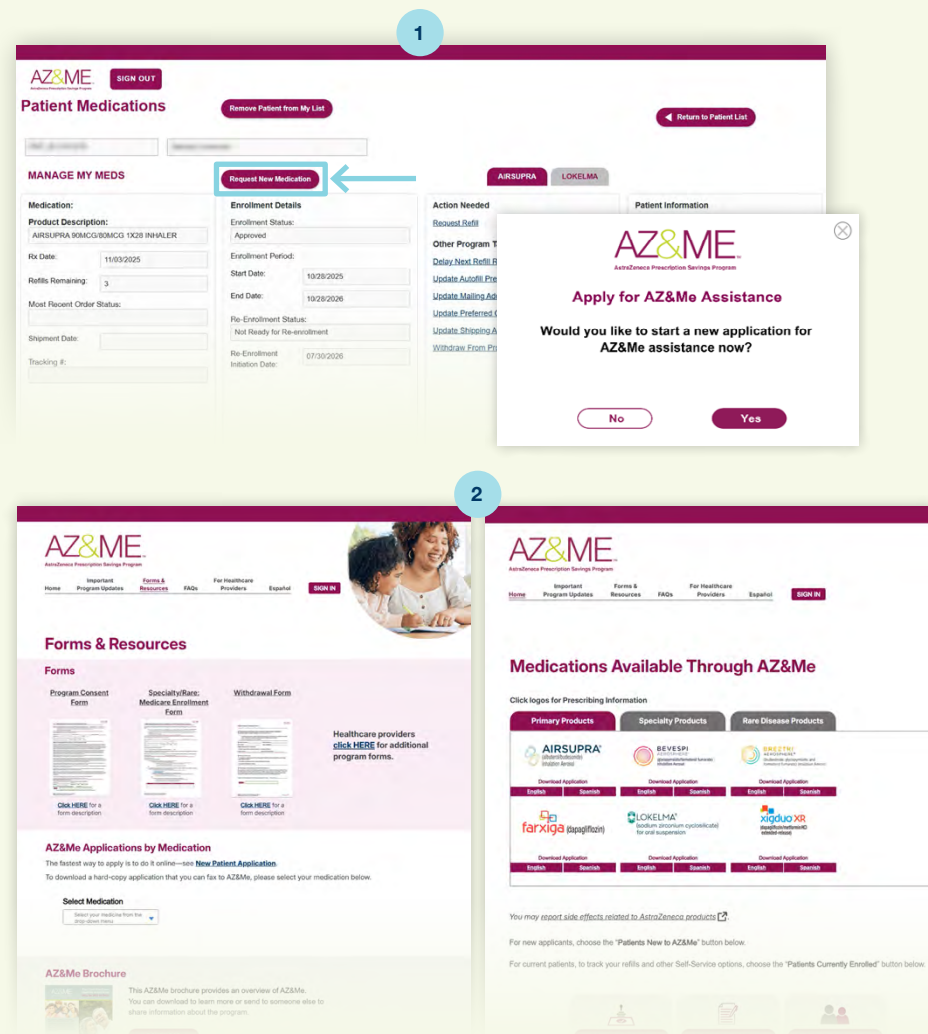
This will open a pop-up to initiate the online application process. Answer the prompts to identify your role and select from the list of AZ&Me covered medications.

If approved, HCPs will be notified that they need to submit a new prescription directly to the pharmacy or by fax to AZ&Me at 1-877-239-0867.

2. Download Applications

HCPs can also help patients complete an application downloaded from the **Forms and Resources** page which can be accessed from the top navigation, or the **Medications Available Through AZ&Me** page which can be accessed from the top navigation "Home" dropdown. Applications can be submitted by fax to 1-877-239-0867. Be sure to fax all pages of the application, including the prescription.

If approved, HCPs will be notified by fax. The patient's enrollment status can also be monitored on the **Patient List** or the **Patient Dashboard**.



Please Note: The patient or LAR must be present in the office to provide consent for an online application.

AFTER APPLYING: WHAT'S NEXT?

After an application has been submitted, you can check the Status under Enrollment Details on the **Patient Dashboard**. Online application status may be determined immediately. Faxed applications may take up to 5 business days. The status can be Pending, Conditionally Approved, Approved or Denied. Remember, if the patient has enrolled with multiple AZ&Me medications, the information on the **Patient Dashboard** is only relevant to the medication tab that is active.

Check the Enrollment Status

If Pending

- If the Enrollment Status is “Pending,” additional documentation may be needed to process the application. Check the Action Needed list on the dashboard, or call AZ&Me for assistance.

If Approved

- HCPs will be notified to submit the prescription for the AstraZeneca medication to the AZ&Me dispensing pharmacy.
- AZ&Me’s dispensing pharmacy will fill the prescription and ship up to a 90-day supply of medication, at no cost, directly to the patient/LAR shipping address* (or HCP’s office for physician-administrated medications).

If Conditionally Approved

- This applies to Medicare patients when a next step is required to complete approval, such as Provide Consent or Upload Foundation Denials.

If Denied: Enrollment Status Reason

- If the Enrollment Status is “Denied,” then the Enrollment Status Reason will appear beneath the Enrollment Status on the **Patient Dashboard**.
- If the patient experiences a change in circumstance, or if additional documentation may address the reason for denial, the patient, LAR or HCP can request a reconsideration. (See page 18 for details.)

The screenshot displays the AZ&Me Patient Medications dashboard. At the top, there's a header with the AZ&ME logo, a 'SIGN OUT' button, and a 'Remove Patient from My List' button. Below this is a 'Return to Patient List' button. The main section is titled 'Patient Medications' and features a 'MANAGE MY MEDS' tab. Under this tab, there's a 'Request New Medication' button. The dashboard is divided into several sections: 'Medication' (showing 'AIRSUPRA 90MCG/80MCG 1X28 INHALER'), 'Enrollment Details' (showing 'Enrollment Status: Denied' and 'Enrollment Status Reason: Income Criteria Not Met'), 'Action Needed' (with links like 'Upload Reconsideration Documentation'), 'Other Program Tasks' (with links like 'Delay Next Refill Request'), and 'Patient Information' (with fields for 'Preferred Contact Info', 'Patient Mailing Address', and 'Current Shipping Address'). A blue arrow points from the 'Enrollment Status Reason' field to the 'Enrollment Status Reason' field.

*The shipping address and delivery details must be confirmed every time a cold-chain medication is filled/refilled. (See page 17 for more details.)

From the **Patient List**, HCPs can start a new patient enrollment, add an AZ&Me patient to their list, or search for AZ&Me-enrolled patients by name and expand the **Additional Filters** option to filter the **Patient List** by as many as six different attributes.

1. New Patient Enrollment

Click here to start an online application for one of your patients.

2. Add Existing AZ&Me Patient to Your List

If one of your patients is enrolled in AZ&Me and does not appear on your list, click here to add them to your **Patient List**.

3. Patient Search

HCPs can search for a specific patient by PEP ID, First and Last Name and/or date of birth.

4. Additional Filters

Expand this view to filter the patient list using any of the following parameters. For example, HCPs can search for patients who are on a certain AstraZeneca medication or need a prescription.

5. Sortable Columns

All columns can be sorted in ascending or descending order.

6. Click on Patient Name

Clicking on a patient's name will launch the **Patient Dashboard**. (As shown on pages 11 and 12.)

The screenshot shows the AZ&Me 'My Patients' page. At the top, there are buttons for 'SIGN OUT', 'New Patient Enrollment' (labeled 1), and 'Add Existing AZ&Me Patient to Your List' (labeled 2). Below these is a search bar with fields for 'PEP ID (Numbers Only)', 'First Name', 'Last Name', and 'DOB (mm/dd/yyyy)', followed by a 'Search' button (labeled 3). A section for 'Additional Filters (optional)' (labeled 4) contains dropdown menus for 'Enrollment Status', 'Action Needed', 'Medication', 'Facility', 'Prescriber', and 'Insurance Type'. A 'Clear All Filters' button is at the bottom of this section. The main part of the page is a table of patients (labeled 5 and 6). The table has columns: Patient Name, AZ&Me Patient ID (PEP-ID), DOB, Enrollment Status, Medication, Prescriber, Last Order Date, and Action Needed. The table lists several patients with their respective details and actions. Callout 5 points to the 'Medication' column, and callout 6 points to the 'Action Needed' column.

Patient Name	AZ&Me Patient ID (PEP-ID)	DOB	Enrollment Status	Medication	Prescriber	Last Order Date	Action Needed
[Redacted]	PEP_ID-2101278	Dec 21, 1958	Approved 10/29/2023 - 10/29/2028	AIRSUPRA® (abiraterone) Imposition Aerosol Please see full Prescription Information	[Redacted]		Request Refill
[Redacted]	PEP_ID-2101584	Jul 26, 1946	Approved 11/06/2023 - 12/31/2028	BREZTRI AEROSPHERE® (budesonide/glycopyrronium/formoterol fumarate) Imposition Aerosol Please see full Prescription Information	[Redacted]		Provide Prescription
[Redacted]	PEP_ID-2101583	Nov 8, 1972	Approved 11/06/2023 - 11/06/2028	CALQUENCE® TABLETS (acastatromide) Tablet Please see full Prescription Information	[Redacted]		Provide Prescription
[Redacted]	PEP_ID-2108631	May 11, 1966	Denied	CALQUENCE® TABLETS (acastatromide) Tablet Please see full Prescription Information	[Redacted]		No actions needed at this time
[Redacted]	PEP_ID-2101281	Apr 2, 1977	Approved 05/02/2023 - 05/02/2028	FASENRA® PREFILLED SYRINGE (benicicumaril) Injection Please see full Prescription Information	[Redacted]		Request Refill
[Redacted]	PEP_ID-2101280	Oct 30, 1950	Pending	FASENRA PEN® (benicicumaril) Injection - Pen Please see full Prescription Information	[Redacted]		Upload Foundation Denials Upload Program Consent
[Redacted]	PEP_ID-2101278	Dec 21, 1958	Approved 10/29/2023 - 10/29/2028	LOKELMA® (sodium picosulfate extended-release) Oral Suspension Please see full Prescription Information	[Redacted]		Provide Shipment Confirmation

When a patient receives multiple medications through AZ&Me, each medication will have a dedicated line in the list with the details for that prescription.

The Action Needed column will list all action items for that patient. Click on the item to launch the relevant page or pop-up to take action.

PATIENT DASHBOARD: OVERVIEW PART 1

The HCP view of the **Patient Dashboard** is closely aligned with what patients see when viewing their dashboards. The dashboard gives a view of the enrolled patient's medication information, enrollment details, and contact information, organized with individual tabs for each medication they receive through AZ&Me.

1. Medication Information

The medication information listed in the first column includes the medicine name, when it was prescribed, how many refills remain, and details about the most recent order status. If the patient has multiple prescriptions for the same medication (ie, different dosages) they will be listed separately.

2. Most Recent Order Status

The most recent order status can be: submitted to pharmacy; preparing for shipment; or shipped. The tracking number listed is for the most recent shipment, and can be clicked to open the carrier's tracking site.

3. Removing a Patient from Your List

If an HCP is no longer treating an AZ&Me patient, they can be removed from the Patient List by clicking here.

4. Online Enrollment

Click here to start an online enrollment for an AZ&Me covered medication for one of your patients. This can be used for first application or to add additional medications.

5. Enrollment Status

The **Enrollment Status** will indicate the status of the application for the selected patient's medication: Pending; Approved; Conditionally Approved or Denied. If the Enrollment Status is "Denied" the **Enrollment Status Reason** will appear. (See page 21 for details.)

6. Re-Enrollment Status

The **Re-Enrollment Status** will show: Not Ready for Re-enrollment; Pending; Approved; Conditionally Approved or Denied. The Re-Enrollment Initiation Date is when patients can apply for the next enrollment period.

The screenshot displays the AZ&Me Patient Medications dashboard. At the top, there is a 'SIGN OUT' button and a 'Remove Patient from My List' button (callout 3). Below this is a 'MANAGE MY MIDS' section with a 'Request New Medication' button (callout 4). The main content area is divided into three columns. The left column (callout 1) shows 'Medication' details for 'AIRSUPRA 90MCG/80MCG 1X28 INHALER', including 'Rx Date' (11/03/2025), 'Refills Remaining' (3), and 'Most Recent Order Status' (callout 2). The middle column (callout 5) shows 'Enrollment Details' with 'Enrollment Status' (Approved), 'Enrollment Period' (Start Date: 10/28/2025, End Date: 10/28/2026), and 'Re-Enrollment Status' (Not Ready for Re-enrollment, callout 6). The right column shows 'Action Needed' (Request Refill), 'Other Program Tasks' (Delay Next Refill Request, Update Autofill Preferences, Update Mailing Address, Update Preferred Contact Information, Update Shipping Address, Withdraw From Program), and 'Patient Information' (Preferred Contact Info, Patient Mailing Address, Current Shipping Address).

PATIENT DASHBOARD: OVERVIEW PART 2

The HCP view of the **Patient Dashboard** is closely aligned with what patients see when viewing their dashboards. The dashboard gives a view of the enrolled patient's medication information, enrollment details, and contact information, organized with individual tabs for each medication they receive through AZ&Me.

The screenshot shows the Patient Dashboard interface. At the top, there's a header with the AZ&ME logo and a 'SIGN OUT' button. Below the header, there's a 'Patient Medications' section with a 'Remove Patient from My List' button and a 'Return to Patient List' button. The main content area is divided into several sections: 'MANAGE MY MEDS' on the left, 'Enrollment Details' in the center, and 'Patient Information' on the right. The 'MANAGE MY MEDS' section includes fields for 'Medication:', 'Product Description:', 'Rx Date:', 'Refills Remaining:', 'Most Recent Order Status:', 'Shipment Date:', and 'Tracking #:'. The 'Enrollment Details' section includes fields for 'Enrollment Status:', 'Enrollment Period:', 'Start Date:', 'End Date:', 'Re-Enrollment Status:', and 'Re-Enrollment Initiation Date:'. The 'Patient Information' section includes fields for 'Preferred Contact Info:', 'Phone Number:', 'Email:', 'Patient Mailing Address:', and 'Current Shipping Address:'. Numbered callouts (7-12) point to specific elements: 7 points to the 'Action Needed' section, 8 points to the 'Other Program Tasks' section, 9 points to the 'AIRSUPRA' and 'LOKELMA' tabs, 10 points to the 'Preferred Contact Info' section, 11 points to the 'Patient Mailing Address' section, and 12 points to the 'Current Shipping Address' section.

7. Action Needed

When an action is required, links to complete those actions will appear under **Action Needed**. (See page 13 for more details on items you may see listed.)

8. Other Program Tasks

The items listed under **Other Program Tasks** can be managed at any time, such as delaying a future shipment or updating account information. (See page 14 for more details on what you may see listed.)

9. Multiple AZ&Me Medications

If a patient receives multiple medications, click on the tab to view the details relevant for that medication.

10. Preferred Contact Info

This shows the best email and phone number to contact the patient or their LAR.

11. Patient Mailing Address

This address is used for correspondence only, it doesn't reflect where medications are shipped.

12. Current Shipping Address

This address can be the patient, LAR, or the HCP facility in the case of physician-administered medications.

PATIENT DASHBOARD: ACTION NEEDED

The **Action Needed** list on the **Patient Dashboard** only displays action items when the action is required. If nothing appears in the list, then no action is currently required for the medication listed on the active tab. Click the action item to launch the relevant AZ&Me pop-up and follow the steps detailed there.

Some of the action items you may see listed include:

1. Provide Prescription

This will appear when a new prescription is needed. (See page 16 for details.)

2. Upload Program Consent

If the patient has not provided consent through the AZ&Me Digital Assistant, HCPs can upload a scan of the signed patient consent form in the patient's AZ&Me application.

3. Provide Shipment Confirmation

The shipping address and delivery details must be confirmed by HCPs every time a physician-administered cold-chain medication is being filled/refilled. The patient/LAR completes this confirmation for patient-administered medications. (See page 17 for more details.)

4. Request Refill

If the patient has opted out of Autofill and needs a refill, you can request it by clicking this link. (See page 15 for details.)

5. Upload Foundation Denials

When applying for [Specialty and Rare Disease medications](#), Conditionally Approved Medicare patients must show they have been denied by at least three independent patient assistance foundations. (Click "What is this?" in the pop-up for more details.)

6. Upload Reconsideration Documentation

If an application is not approved, patients, LARs or HCPs may request a reconsideration. Once requested, supporting documentation can be uploaded here. (Click on "What is this?" in the pop-up for more details.)

The screenshots illustrate the following steps:

- Provide Prescription:** A pop-up titled "Provide Prescription" stating "A new prescription is needed for this patient." It includes links for "ePrescribe Instructions" and "Download Rx Form to Fax (1-877-239-0887)".
- Upload Program Consent:** A pop-up titled "Upload Program Consent" with a file upload field and a "SUBMIT" button.
- Confirm Shipping Address:** A pop-up titled "Confirm Shipping Address" with fields for Name, Street Address, Apt/Suite/Unit, City, State, and ZIP Code. It also includes a "Delivery availability" section with checkboxes for Tuesday, Wednesday, Thursday, and Friday.
- Review & Submit a Refill Request:** A pop-up titled "Review & Submit a Refill Request" with fields for Patient Name, Address, Phone Number, and Patient PCP ID. It also includes a "Medication" section with fields for Medication Name, Refills Remaining, and Prescription Expiration Date.
- Upload Foundation Denial:** A pop-up titled "Upload Foundation Denial" with a file upload field and a "SUBMIT" button.
- Upload Reconsideration Documentation:** A pop-up titled "Upload Reconsideration Documentation" with a file upload field and a "SUBMIT" button.

PATIENT DASHBOARD: OTHER PROGRAM TASKS

The **Other Program Tasks** list on the **Patient Dashboard** displays account management tasks that can be performed at any time. Click on the task to launch the relevant AZ&Me pop-up and follow the steps detailed there.

The tasks you may see listed include:

1. Delay Next Refill Request

If patients want their next refill to arrive later than scheduled, the patient, LAR or HCP can delay the next shipment here.

2. Update Autofill Preferences

AZ&Me medications are opted in to Autofill when enrollment is Approved. Patients, LARs and HCPs can change the patient's Autofill preferences here. Please note, once a patient has opted out of Autofill, they will need to request refills from the **Patient Dashboard** at the appropriate time.

3. Update Patient Preferred Contact Information

Click here to update the contact information that appears in the right column on the **Patient Dashboard**. You only need to update this once and it will carry across all medication views.

4. Update Patient Mailing Address

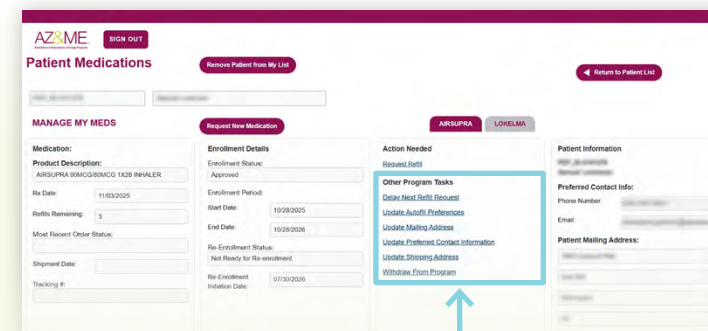
Click here to update the patient mailing address that appears in the right column on the **Patient Dashboard**. This is for correspondence only, it doesn't reflect where medications are shipped.

5. Update Shipping Address

Click here to update the shipping address that appears in the right column on the **Patient Dashboard**. This address is specific to whichever medication tab is active. (Patients/LARs cannot update the address for physician-administered medications, which must be delivered to a HCP facility.) If a shipment is in progress, a pop-up will provide the AZ&Me phone number to call for assistance.

6. Withdraw From Program

Patients/LARs or HCPs can withdraw a patient from the AZ&Me program at any time. This step would need to be completed for each medication that is no longer needed. (Withdrawing a patient from the program will not remove them from your patient list.)



1

AZ&Me
AstraZeneca Prescription Savings Program

Delay Next Refill Request

Currently the next refill for AIRSUPRA is scheduled to be processed on 03/01/2026

Do you want to delay this refill?

Yes No

2

AZ&Me
AstraZeneca Prescription Savings Program

Update Autofill Preferences

Please confirm your autofill preferences for this product. Once you've updated your preference, it will be updated for future refills.

☐ Activate autofill for all future refills.
☐ Future refills must be requested using the website or by calling the AZ&Me program.

Close Confirm Autofill Preference

3

AZ&Me
AstraZeneca Prescription Savings Program

Update Patient Preferred Contact Information

If you would like to change the preferred communication contact information for **John Smith**, please contact AZ&Me at 1-800-AZandMe (1-800-292-6363) Monday through Friday, 9 AM - 6 PM ET for assistance.

Close

4

AZ&Me
AstraZeneca Prescription Savings Program

Update Patient Mailing Address

Please enter a new mailing address. Once submitted, we will send a message confirming the address change to your preferred email address or phone number.

*Enter the patient's new mailing address:

*Who does the address belong to?
☐ Patient ☒ Legally Authorized Representative (LAR)

Please confirm that the populated address is correct, and enter the apartment/unit/suite number, if applicable.

*Street Address:

Apt/Unit/Suite (optional):

*City:

*State:

*ZIP:

Back Add Address

5

AZ&Me
AstraZeneca Prescription Savings Program

Update Shipping Address

Please enter a new shipping address. Once submitted, we will send a message confirming the address change to your preferred email address or phone number.

*Enter the new shipping address:

*Who does the address belong to?
☐ Patient ☒ Legally Authorized Representative (LAR)

*Make this my shipping address for all future refills?
☐ No ☒ Yes

Please confirm that the populated address is correct, and enter the apartment/unit/suite number, if applicable.

*Street Address:

Apt/Unit/Suite (optional):

*City:

*State:

*ZIP:

Close Add Address

6

AZ&Me
AstraZeneca Prescription Savings Program

AZ&Me Program Withdrawal

You are about to withdraw [redacted] from the AZ&Me Program. This means no further shipments of LYNPARZA® TABLETS will be provided.

Please select a withdrawal reason.

*Withdrawal Reason
Select a reason

Cancel Submit

AZ&Me allows Patients, LARs and HCPs to manage and track refills from the **Patient Dashboard**. Patients, LARs and HCPs can request refills for patient-administered medications, but only HCPs can request refills for physician-administered medication.

Autofill

All AZ&Me patients are opted into Autofill when enrollment is Approved. At the scheduled time, Autofill will either send a refill request to the pharmacy or, for cold-chain medications, prompt the Patient, LAR, or HCP to confirm shipping.

Opting Out of Autofill

Patients, LARs, or HCPs can opt a patient out of Autofill through the **Patient Dashboard**. Click “Update Autofill Preferences” under Other Program Tasks and choose the desired Autofill settings for the selected medication.

Requesting Refills After Opting Out of Autofill

If the medication has been opted out of Autofill, then refills must be requested by clicking on the Request Refill link under Action Needed on the **Patient Dashboard**.

Refills for self-administered medications can be requested by the patient, LAR or HCP. Refills for physician-administered medications must be requested by an HCP.

Delaying Next Refill

If the medication is opted into Autofill, patients, LARs or HCPs can delay an upcoming refill by clicking on the “Delay Next Refill” link on the **Patient Dashboard** under Other Program Tasks. The only time this option is not available is once a shipment is in progress, in which case the patient, LAR or HCP may contact AZ&Me.

Checking Refill Status & Tracking Shipments

The status of the current refill can be found on the **Patient Dashboard** under “Most Recent Order Status” in the left column. The status can be: Submitted to Pharmacy; Preparing for Shipment; or Shipped. Once the status reads “Shipped,” simply click on the tracking number to launch the carrier’s tracking site.

Requesting Cold-Chain Medication Refills

Cold-chain medications require a shipping confirmation on every refill to verify the address and days when someone will be available to receive the medication. (See Page 17.)



ACTION NEEDED: PROVIDE PRESCRIPTION

When patients are successfully enrolled into the AZ&Me program, a new prescription is needed for each AstraZeneca medication.

Prescribers can submit the prescription directly to the AZ&Me pharmacy one of two ways:

- **Preferred:** Submit an e-prescription to the program's pharmacy. You can download the instructions [here](#).
- Fax a prescription to AZ&Me (1-877-239-0867) by downloading the form (see hyperlink on the Provide Prescription pop-up), by using the prescriber form on the third page of the AZ&Me application for that medication, or prescribers can use their own script.

Please Note:

- To ensure timely processing, make sure that the patient's name on the prescription matches exactly what was on their AZ&Me application.
- Patient-administered medications ship directly to the preferred address for the patient, while physician-administered medicines ship to the HCP facility.
- AZ&Me requires a Shipping Confirmation for each refill whenever a cold-chain medication is shipped to either the HCP or patient address. This task will appear in the Action Needed list. (See next page for more details.)
- For prescribers in New York or Ohio, prescriptions must be submitted electronically or from your official state prescription pad via fax to 1-877-239-0867. The AZ&Me downloadable form will not be accepted.





Provide Prescription

A new prescription is needed for this patient.

[ePrescribe Instructions](#)

[Download Rx Form to Fax
\(1-877-239-0867\)](#)

For prescribers in New York or Ohio, prescriptions must be submitted electronically or from your official state prescription pad via fax to 1-877-239-0867. The program's downloadable form above will not be accepted.

If you have any questions regarding sending prescriptions, please contact AZ&Me at 1-800-AZandMe (1-800-292-6363) Monday through Friday 9 AM – 6 PM ET for assistance.

Close

ACTION NEEDED: PROVIDE SHIPPING CONFIRMATION

On the first fill and all refills of a cold-chain product, HCPs, patients or LARs will be asked to confirm the shipping address and provide delivery instructions. Patient-administered medications ship directly to the preferred address for the patient, while physician-administered medicines ship to the HCP facility.

Whenever a prescription for a cold-chain product is due for a refill, **Provide Shipment Confirmation** will appear under Action Needed on the **Patient List** or **Patient Dashboard**. In the case of physician-administered medication, it will only appear on the HCP view of the **Patient Dashboard**. Shipping addresses can be updated on the **Patient Dashboard**.

This confirmation is repeated for every cold-chain shipment to ensure someone will be available to receive the medication when it is delivered, so the appropriate temperatures are maintained.

1

AZ&ME
AstraZeneca Prescription Savings Program

Confirm Shipping Address

Please confirm the shipping address and that the recipient will be available to receive product in the next few days.

Below is the preferred shipping address. If needed, the recipient may select a different address on file or add a new shipping address.

Name
Street Address
Apt/Suite/Unit City State ZIP Code

▼ Select different address on file for the patient's care team

► Add new Shipping address

Delivery Instructions

Please note: Self-administered products ship directly to patients unless an exception is requested. Office-administered products ship to healthcare providers only. By completing this form you are confirming that the recipient will be available to receive the product shipment at the specified shipping address.

*Required

*Delivery Instructions: Allow 3-5 business days for deliveries to arrive. Please select all days the recipient is available to receive shipments.

☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Select All

Specific delivery instructions to be printed on delivery labels:

Specific Delivery Instructions - character limit 50

Cancel Review Request

2

AZ&ME
AstraZeneca Prescription Savings Program

Confirm Shipping Address

Please confirm the shipping address and that the recipient will be available to receive product in the next few days.

Below is the preferred shipping address. If needed, the recipient may select a different address on file or add a new shipping address.

Name
Street Address
Apt/Suite/Unit City State ZIP Code

▼ Select different address on file for the patient's care team

► Add new Shipping address

Delivery Instructions

Please note: Self-administered products ship directly to patients unless an exception is requested. Office-administered products ship to healthcare providers only. By completing this form you are confirming that the recipient will be available to receive the product shipment at the specified shipping address.

*Required

*Delivery Instructions: Allow 3-5 business days for deliveries to arrive. Please select all days the recipient is available to receive shipments.

☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday ☐ Select All

Specific delivery instructions to be printed on delivery labels:

Specific Delivery Instructions - character limit 50

3

AZ&ME
AstraZeneca Prescription Savings Program

Add a New Shipping Address

Please enter a new shipping address. Once submitted, we will send a message confirming the address change to your preferred email address or phone number.

*Enter the new shipping address (no P.O. box addresses):

*Who does the address belong to?

☐ Patient ☐ Prescriber

☐ Legally Authorized Representative (LAR) ☐ Office Staff

Please confirm that the populated address is correct, and enter the apartment/unit/suite number, if applicable.

*Street Address:

Apt/Unit/Suite (Optional):

*City:

*State:

*ZIP:

Please Note: If you have an active shipment, this address update will not be reflected until your next fill.

Back Add Address

1. Access the Pop-up

Click on Provide Shipping Confirmation under Action Needed column on the **Patient List** or **Patient Dashboard**. Review the address in the pop-up for accuracy.

2. If the Address Listed Is Incorrect

Expand the “Select different address on file” option to choose from other known addresses or click on “Add new Shipping Address” to get a pop-up to enter the new information.

3. Provide Delivery Instructions

Enter the days when someone will be available to receive the delivery, and share any additional details (eg, “Leave with reception in Suite A, not with building reception.”)

Review Information and Confirm

You will have an opportunity to review the delivery information, then select Confirm.

AZ&ME
AstraZeneca Prescription Savings Program

Confirm Shipping Address

Thank you for your confirmation.

The medication will be shipped to the following address:

Name
Street Address
Apt/Suite/Unit City State ZIP Code

Delivery availability:

☐ Tuesday ☒ Wednesday ☒ Thursday ☐ Friday

Specific delivery instructions to be printed on delivery labels:

Deliver to red side door

Cancel Confirm

ACTION NEEDED: UPLOAD DOCUMENTATION

HCPs may assist their patients by uploading any necessary documentation whenever the Action Needed item appears on either the **Patient List** or **Patient Dashboard**.

1. Upload Documentation Action Items

When the Action Needed list includes Upload Documentation, click to launch the relevant upload window.

2. Upload Program Consent

If the patient has not provided consent through the AZ&Me Digital Assistant, HCPs can upload a scan of the signed patient consent form in the patient's AZ&Me application.

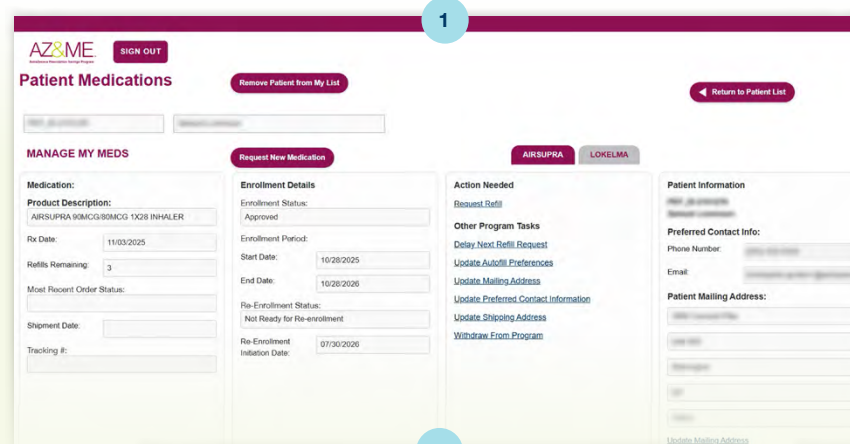
3. Upload Foundation Denials

For Upload Foundation Denial, HCPs can assist the patient in uploading the documentation (digital file/scan) required for Conditionally Approved Medicare patients, showing they have been denied by at least three independent patient assistance foundations. (Click on "What is this?" in the pop-up for more details on the types of documentation needed.)

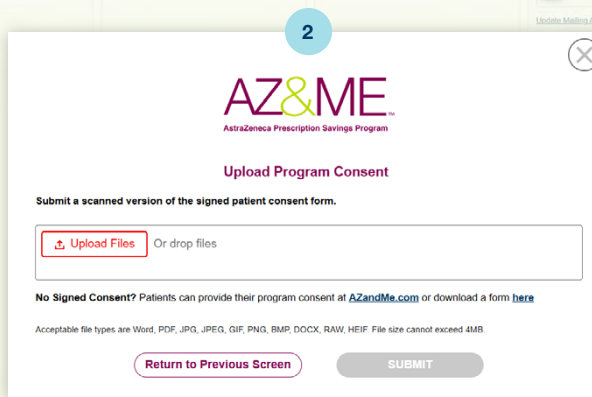
4. Upload Reconsideration Documentation

If a patient, LAR or HCP has requested a reconsideration of their application by contacting AZ&Me, then the Upload Documentation for Reconsideration will appear under Action Needed on the Patient List or Dashboard. HCPs can assist the patient in uploading the appropriate documentation. (Click on "What is this?" in the pop-up for more details on the types of documentation needed.)

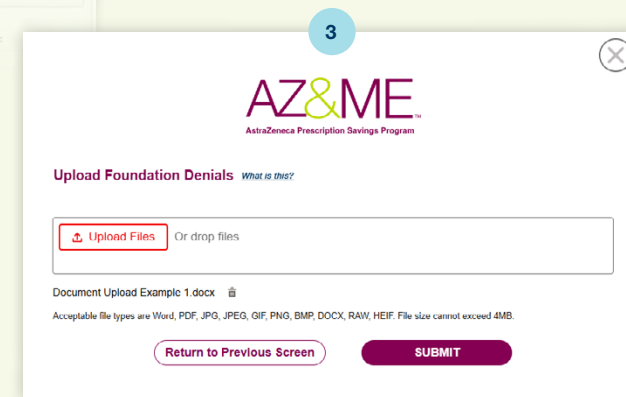
1



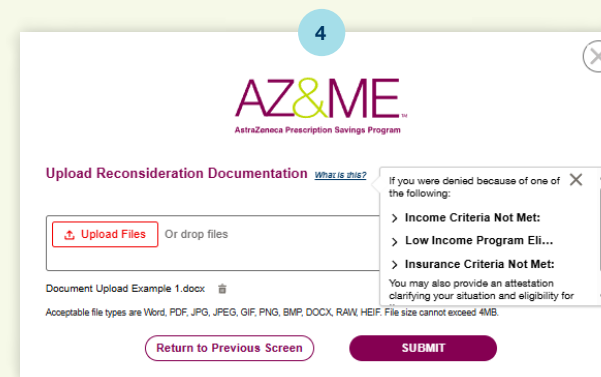
2



3



4



Please Note: You only need to upload documents once. The upload link will remain visible until AZ&Me has reviewed your submission.

What if I can't find my patient on the Patient List? 20

What if I need to remove a patient from my Patient List? 20

What if my patient is not approved? 21

Do patients need to re-enroll each year? 22



WHAT IF I CAN'T FIND MY PATIENT ON THE PATIENT LIST?

If you know one of your patients is enrolled in AZ&Me but doesn't appear on your **Patient List**, click on the “Add Existing AZ&Me Patient to My List” button on the **Patient List** page to add them.

If you cannot find the patient after searching, one of the following may be the reason:

- *Inaccurate data (eg, spelling of patient's name)*
- *Inaccurate affiliations (eg, the prescribing facility/HCP listed for the patient is inaccurate)*
- *Patient is not enrolled in the AZ&Me program. You can add the patient using the “New Patient Enrollment” button on the **Patient List** page*

For further assistance, HCPs can call AZ&Me at 1-800-AZandMe (1-800-292-6363).

The screenshot shows the 'My Patients' section of the AZ&Me portal. At the top, there are two buttons: 'New Patient Enrollment' and 'Add Existing AZ&Me Patient to Your List'. The latter is highlighted with a red box and a red arrow. Below these buttons is a search bar with fields for 'PEP ID (Numbers Only)', 'First Name', 'Last Name', and 'DOB (mm/dd/yyyy)'. A search button is on the right. Below the search bar is a table of patients with columns: Patient Name, AZ&Me Patient ID (PEP-ID), DOB, Enrollment Status, Medication, Prescriber, Last Order Date, and Action Needed. The table contains four rows of patient data.

The screenshot shows the 'Patient Medications' section of the AZ&Me portal. At the top, there are two buttons: 'Request New Medication' and 'Remove Patient from My List'. The latter is highlighted with a red box and a red arrow. Below these buttons is a search bar with fields for 'First Name' and 'Last Name'. A search button is on the right. Below the search bar is a table of medications with columns: Medication, Enrollment Status, Enrollment Period, Re-Enrollment Status, and Re-Enrollment Initiation Date. The table contains four rows of medication data. On the right side of the page, there is a 'Patient Information' section with fields for 'Preferred Contact Info' (Phone Number, Email) and 'Patient Mailing Address' (Current Shipping Address).

WHAT IF I NEED TO REMOVE A PATIENT FROM MY PATIENT LIST?

If an HCP is no longer treating an AZ&Me patient, they can remove the patient from their list by clicking the “Remove Patient from My List” button at the top of the **Patient Dashboard** page. Please note, this does not withdraw the patient from AZ&Me.

WHAT IF MY PATIENT IS NOT APPROVED?

Whenever a patient's Enrollment Status is "Denied," an "Enrollment Status Reason" field will appear and list one of three reasons:

- *Income Criteria Not Met*
- *Low Income Program Eligible*
- *Insurance Criteria Not Met*

If the patient's circumstances have changed, or if additional documentation can address the identified reason, HCPs, patients or LARs can call AZ&Me to request a reconsideration. If the request is approved, "Upload Reconsideration Documentation" will appear under the Action Needed column on either the **Patient Dashboard** or the HCP's **Patient List**.

1. Upload Reconsideration Documentation

When the Action Needed column includes Upload Reconsideration Documentation, click to launch the upload window.

2. Reason Patient Not Approved

Once on the Upload Reconsideration Documentation pop-up, HCPs can click or hover over "What is this?" to see the reasons why the patient may not have been approved.

3. Review the Reason

Find the reason that was identified in the "Enrollment Status Reason" field on the **Patient Dashboard** and expand the content by clicking on the ">" next to the reason to review the appropriate documentation for reconsideration.

4. Upload Documents

You can click "Upload Files" to select documents from your computer, or simply drag and drop into the upload area. Multiple documents can be uploaded at the same time.

The screenshots illustrate the process for a patient not approved for the AZ&Me program:

- Screenshot 1:** The 'Patient Medications' dashboard shows a patient's enrollment status as 'Denied' with the reason 'Income Criteria Not Met'. A blue arrow points to the 'Enrollment Status Reason' field.
- Screenshot 2:** The 'Upload Reconsideration Documentation' pop-up window is shown. A blue arrow points to the 'What is this?' link.
- Screenshot 3:** The 'What is this?' link is clicked, revealing a list of reasons: 'Income Criteria Not Met', 'Low Income Program Eligible', and 'Insurance Criteria Not Met'.
- Screenshot 4:** The 'Income Criteria Not Met' reason is expanded, showing instructions to upload documents clarifying income.

Please Note: The same applies if Re-enrollment Status is Denied. The "Re-enrollment Status Reason" field will appear on the **Patient Dashboard**.

DO PATIENTS NEED TO RE-ENROLL EACH YEAR?

Yes. Patients must re-enroll in the AZ&Me program each year if they continue to require assistance. AZ&Me will notify **patients and LARs** using their preferred contact method when the **Re-enrollment Window** opens. **Healthcare Providers** will receive re-enrollment notifications by fax (or email, where applicable).

Monitoring Enrollment Status

The **Patient Dashboard** is the main place to monitor all enrollment details, including:

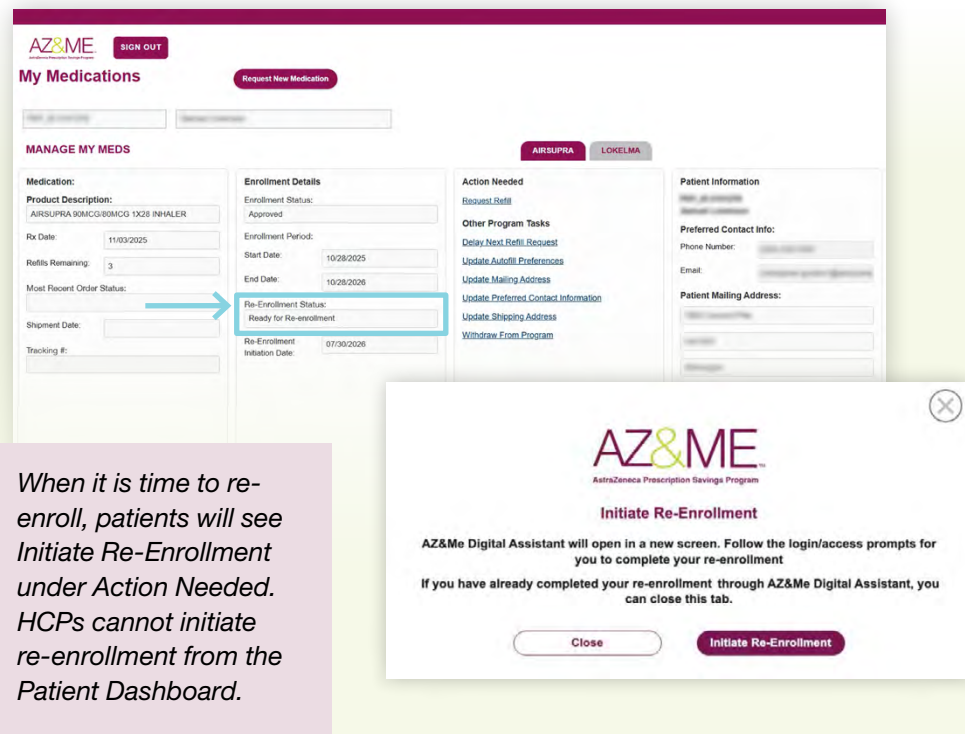
- **Current Enrollment Status**
- **Enrollment Period:** Start and End Date
- **Re-enrollment Status**
 - “Ready to Re-enroll” appears when the **Re-enrollment Window** is open.
- **Re-enrollment Initiation Date**
 - Indicates when the re-enrollment process can begin.

When it is time to re-enroll, patients will see **Initiate Re-Enrollment** under **Action Needed**. HCPs cannot initiate re-enrollment from the Patient Dashboard.

Re-enrollment Notifications

Patients and LARs will receive status updates and re-enrollment notifications through their **preferred contact method**, which can be updated on the Patient Dashboard.

- AZ&Me **Digital Assistant** (if opted in)
- US Mail
- Email
- SMS Text



The screenshot shows the AZ&Me Patient Dashboard. The 'Enrollment Details' section shows the status as 'Ready for Re-enrollment'. A blue arrow points to this status. Below the dashboard, a modal titled 'Initiate Re-Enrollment' is displayed, instructing the user to follow login/access prompts to complete their re-enrollment. The modal includes a 'Close' button and an 'Initiate Re-Enrollment' button.

When it is time to re-enroll, patients will see **Initiate Re-Enrollment** under **Action Needed**. HCPs cannot initiate re-enrollment from the Patient Dashboard.

Patients can access the AZ&Me Digital Assistant from the AZ&Me site, or simply register with the AZ&Me Digital Assistant to receive program and enrollment notifications by text or email.

Use this QR code to register with the AZ&Me Digital Assistant.



Please Note: HCPs cannot initiate re-enrollment online because the patient needs to be present to provide consent.



AZ&ME™

AstraZeneca Prescription Savings Program

If you have questions or require additional support,
please contact our team at **1-800-292-6363**,
Monday through Friday, 9:00 AM to 6:00 PM ET.