



AZ&ME™

AstraZeneca Prescription Savings Program

Website User Guide for Patients and Legally Authorized Representatives (LARs)





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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 Dashboard** — a one-stop shop that simplifies managing program participation and prescriptions for patients and LARs.

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.



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.



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. (See page 5 for details)

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. Sign In

Hover over the **SIGN IN** button for the dropdown menu, then select Patient/Legally Authorized Representative to sign in.

6. AZ&Me Medications and Applications

Click for a list of all the AstraZeneca medications that are available through the AZ&Me Prescription Savings Program.

The screenshot shows the AZ&Me homepage with a purple header. The top navigation bar includes links: Home (1), Important Program Updates (2), Forms & Resources (3), FAQs (4), For Healthcare Providers, and Español. A **SIGN IN** button (5) is on the right. Below the navigation is a large section titled "Helping Patients Access Their AstraZeneca Medications" featuring a photo of a smiling couple. Below this are four main action buttons: "AZ&Me Medications and Applications" (6), "Check Your Eligibility" (7), "Patients New to AZ&Me" (8), and "Patients Currently Enrolled" (9). To the right of these is a box for "For Current AZ&Me Patients" (10) with a link to the Digital Assistant. Below the main section is an "About AZ&Me" section (11) explaining the program's purpose and eligibility criteria. At the bottom, there is a footer with contact information and a disclaimer.

AZ&Me
AstraZeneca Prescription Savings Program

Home 1 Important Program Updates 2 Forms & Resources 3 FAQs 4 For Healthcare Providers Español 5 **SIGN IN**

Helping Patients Access Their AstraZeneca Medications

AZ&Me Medications and Applications 6 **Check Your Eligibility** 7 **Patients New to AZ&Me** 8 **Patients Currently Enrolled** 9

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

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

More Information for HCPs

11 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.

Applying to the AZ&Me Program
What do I need to Apply? (+) EXPAND

AZ&Me Prescription Savings Program
Monday through Friday, 9 AM – 6 PM ET | Phone: 1-800-AZandMe (1-800-292-6363) Fax: 1-877-239-0667

Please see full Prescribing Information, including Boxed WARNING(s) for XIGDUO XR.
We may report side effects related to AstraZeneca products.
This site is intended for US audience only.
ARGOLINRA, BEVONER, AEROSPHERE, BEXZER, AEROSPHERE, CALQUENCE, FANUGA, FANENGA, INFINO, INFINO, LOKELMA, LYMPHADA, SAPPINELLO, TAGRISSO, TOLUGAY, WANJIA, and XIGDUO XR are registered trademarks and AZ&Me is a trademark of the AstraZeneca group of companies. All other trademarks are the property of their respective owners.

7. Check Your Eligibility

Click for a detailed explanation of eligibility requirements, as well as an Eligibility Assessment Tool—simply answer a few questions to determine if you're eligible for AZ&Me.

8. Patients New to AZ&Me

Review what you need to know before applying. If you're ready to sign in and apply, you can click a link to apply online

9. Patients Currently Enrolled

Patients or their Legally Authorized Representatives can click here to log in to the Patient Dashboard

10. For Current AZ&Me Patients

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

11. Applying to AZ&Me Accordion

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

FORMS AND RESOURCES

This page provides access to forms for Patients and LARs, as well as helpful resources.

- **Forms include:**

- Program Consent
- Specialty/Rare: Medicare Enrollment
- Program Withdrawal

- **Resources include:**

- AZ&Me Application Downloads
- AZ&Me Brochure
- AZ&Me Website User Guide
- “How-to” Videos:
 - *Homepage Overview*
 - *Registration/Sign In*
 - *Applying to AZ&Me*
 - *Patient Dashboard Overview*
 - *Refill Management*
 - *Document Uploads*

Patients and LARs 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.)

The screenshot shows the AZ&Me website's 'Forms & Resources' page. The header includes the AZ&Me logo, navigation links (Home, Important Program Updates, Forms & Resources, FAQs, For Healthcare Providers, Español), and a SIGN IN button. The main content area is titled 'Forms & Resources' and features a 'Forms' section with three cards: 'Program Consent Form', 'Specialty/Rare: Medicare Enrollment Form', and 'Withdrawal Form'. Each card has a 'Click HERE for a form description' link. To the right, a text box states: 'Healthcare providers [click HERE](#) for additional program forms.' Below this is the 'AZ&Me Applications by Medication' section, which includes a 'Select Medication' dropdown menu. The 'AZ&Me Brochure' section features a brochure image and a 'DOWNLOAD' button. The 'AZ&Me Website Support' section includes links for 'Healthcare Providers' and 'Website Support Resources for Patients and Legally Authorized Representatives (LAR)'. The 'Patient/LAR User Guide' section has a 'DOWNLOAD' button. The 'How-To Videos' section displays six video thumbnails with titles: 'Home Page Overview', 'Patient/LAR Website Registration/Sign In', 'Patient/LAR Applying to AZ&Me', 'Patient/LAR Dashboard Overview', 'Patient/LAR Document Upload', and 'Patient/LAR Refill Management'.

WEBSITE REGISTRATION

1. Start at “Sign In”

Patients and Legally Authorized Representatives can get started by clicking **SIGN IN** on the home page.

2. Sign-in Pop-up Window

If you're a registered user, you will be able to Sign In successfully and proceed to the Patient Dashboard. If you're not a registered user, you will be prompted to register online.

3. Registration

Select the appropriate button to indicate whether you're the **Patient** or **Legally Authorized Representative**.

4. Complete and Submit the Registration Form

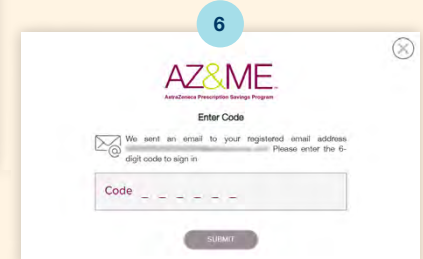
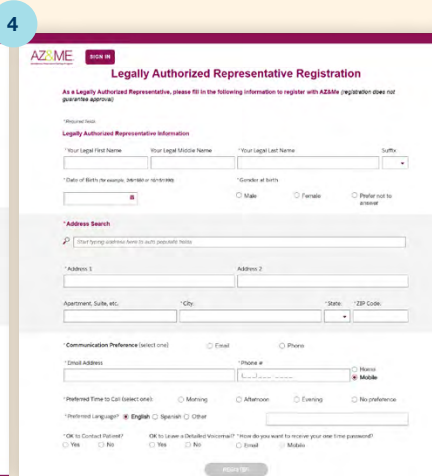
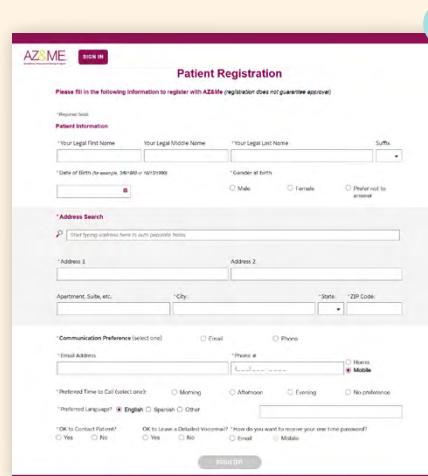
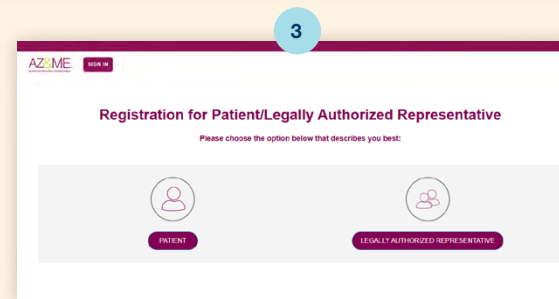
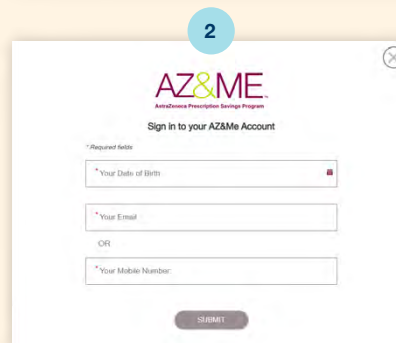
You will be directed to the appropriate registration form for your role. Complete the form and click the **REGISTER** button.

5. One-time Passcode

To protect patient privacy, the AZ&Me site will send a One-Time Passcode (OTP) by email or text. When completing registration, you will have the option to choose how you want to receive this code.

6. Enter the Code and Proceed to the Site

Enter the code and click **SUBMIT** to complete the sign-in process and you will automatically be directed to the **Patient Dashboard**. (See page 9.)



SIGN-IN (ONCE REGISTERED)

1. Sign-in

Start by clicking the **SIGN IN** button.

2. Sign-in Pop-up Window

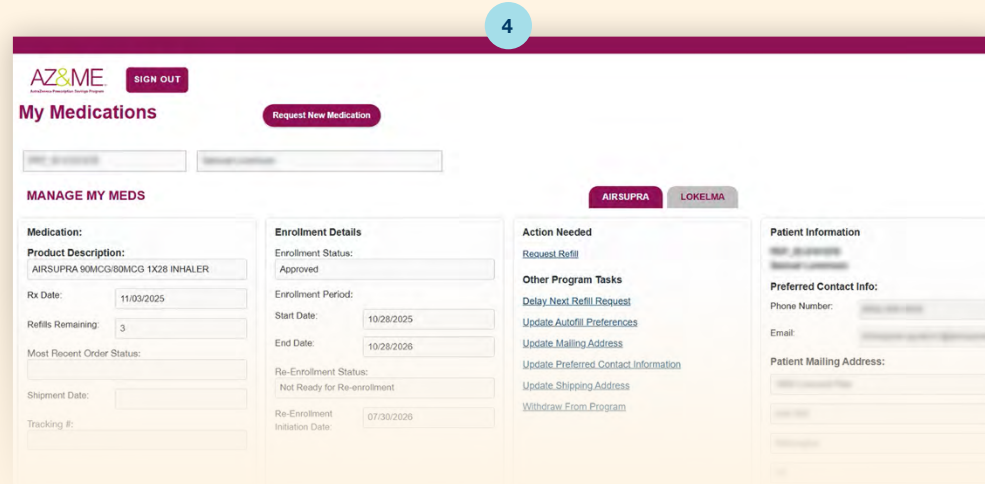
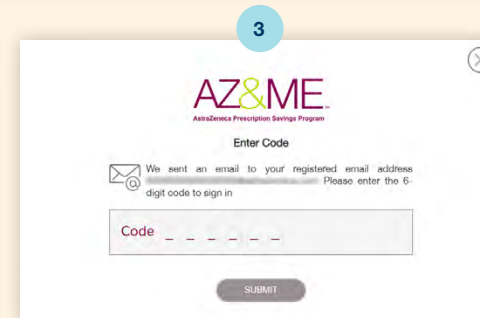
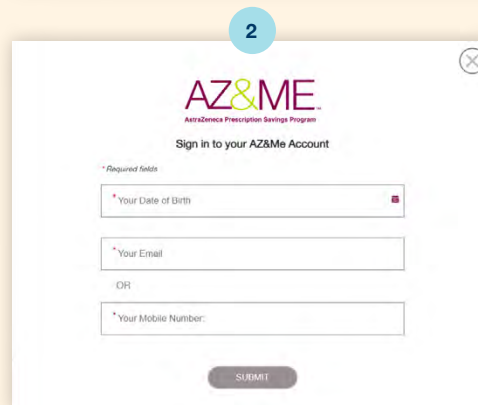
The pop-up will prompt you to sign in to your AZ&Me account by entering your date of birth and email, or your mobile number. This information must match the details on your registered account.

3. One-time Passcode

To protect patient privacy, AZ&Me will send a One-Time Passcode (OTP) by email or text. Enter the OTP into the pop-up, then click **SUBMIT** to complete the sign-in process.

4. Patient Dashboard

After signing in, you will be automatically directed to the **Patient Dashboard**.



APPLYING FOR ENROLLMENT

Patients, LARs or HCPs can apply for a patient's enrollment to AZ&Me either online or by downloading an application. A new application must be submitted for each AstraZeneca medication 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 they are primary contact)
- Health insurance status (Medicare, no insurance, etc.)
- Household Size and Adjusted Gross Income
- The name of the prescribed AstraZeneca medication

Want to 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 you can answer a few questions and see your eligibility status.

1. Online Applications

After signing in, patients and LARs can access online applications from the **Patient Dashboard**. Simply click the **Request New Medication** button at the top left of the screen.

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

When you arrive at the online form, the patient's information will be pre-populated with the information provided during AZ&Me website registration. If the LAR is online completing the application, their information will be pre-populated in the LAR information section.

Online application status may be determined immediately. Faxed applications may take up to 5 business days.

2. Download Applications

Patients (or the LARs, if they are the primary contact) can also download an application 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 AZ&Me at 1-877-239-0867.

3. Submit Prescription

Once approved, the prescribing physician will need to submit an e-prescription directly to the pharmacy or by fax to AZ&Me.

The screenshots illustrate the online application process. The first screenshot shows the 'My Medications' page with a 'Request New Medication' button highlighted. The second screenshot shows the 'Forms & Resources' page with links to download applications. The third screenshot shows the 'Medications Available Through AZ&Me' page with a grid of medication-specific application download links.

AFTER APPLYING: WHAT'S NEXT?

After submitting an application, you can check the Enrollment Status 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

- AZ&Me will ask your prescribing physician to submit the prescription for your AstraZeneca medication, which will be filled by AZ&Me's dispensing pharmacy.
- The 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).
- Patients are initially enrolled in Autofill for refills, which sends the refill request to the pharmacy on the next available refill date. Patients/LARs can update their Autofill preferences from their **Patient Dashboard**, or by calling AZ&Me at 1-800-292-6363.

If Conditionally Approved

- Medicare patients will see this when they have a next step, 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 15 for details.)

The screenshot displays the AZ&Me Patient Dashboard. At the top, there's a 'SIGN OUT' button. Below it, the 'My Medications' section is active, showing a 'Request New Medication' button. The 'MANAGE MY MEDS' section lists the medication 'AIRSUPRA 90MCG/90MCG 1X28 INHALER' with details like Rx Date (11/03/2025), Refills Remaining (3), and Most Recent Order Status. The 'Enrollment Details' for this medication are highlighted with a blue box and an arrow, showing an 'Approved' status and an enrollment period from 10/28/2025 to 10/28/2026. To the right, the 'Action Needed' section prompts the user to 'Request Refill'. Below that, 'Other Program Tasks' include 'Delay Next Refill Request', 'Update Autofill Preferences', 'Update Mailing Address', 'Update Preferred Contact Information', 'Update Shipping Address', and 'Withdraw From Program'. The 'Patient Information' section on the far right includes fields for 'Preferred Contact Info' (Phone Number, Email), 'Patient Mailing Address', and 'Current Shipping Address'.

*The shipping address and delivery details must be confirmed every time a cold-chain medication is filled/refilled. (See page 13 for more details.)

The **Patient Dashboard** is a one-stop shop for patients and LARs that simplifies managing program participation and prescriptions. The dashboard is organized with individual tabs for each medication the patient receives through AZ&Me. Click on the tab and the dashboard will populate the information specific to that medication.

1. Request New Medication

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

2. Medication Information

The medication information listed in the first column includes the medicine name, when it was prescribed, how many refills remain, the most recent order status (submitted to pharmacy, preparing for shipment, or shipped), and the tracking number for the most recent shipment. If the patient has multiple prescriptions for the same medication (ie, different dosages) they will be listed separately.

3. Enrollment Status

This will indicate the status of the application for the selected medication: Pending; Approved; Conditionally Approved or Denied.

If the Enrollment Status is “Denied” the **Enrollment Status Reason** will appear. This also applies for the **Re-Enrollment Status Reason**. (See page 15 for more details.)

4. Re-Enrollment Status

This 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. Initiate Re-Enrollment will appear in the **Action Needed** list, which will connect to the digital assistant.

The screenshot displays the AZ&Me Patient Dashboard. At the top, there is a 'SIGN OUT' button and a 'Request New Medication' button (callout 1). Below this is the 'My Medications' header. The main content area is titled 'MANAGE MY MEDS' and features two tabs: 'AIRSUPRA' and 'LOKELMA'. The 'AIRSUPRA' tab is selected. The dashboard is divided into several sections:

- Medication:** (Callout 2) Includes fields for 'Product Description' (AIRSUPRA 90MCG/80MCG 1X28 INHALER), 'Rx Date' (11/03/2025), 'Refills Remaining' (3), 'Most Recent Order Status', 'Shipment Date', and 'Tracking #'.
- Enrollment Details:** (Callout 3) Includes 'Enrollment Status' (Approved), 'Enrollment Period' (Start Date: 10/28/2025, End Date: 10/28/2026), 'Re-Enrollment Status' (Not Ready for Re-enrollment), and 'Re-Enrollment Initiation Date' (07/30/2026).
- Action Needed:** (Callout 4) Includes links for 'Request Refill', 'Delay Next Refill Request', 'Update Autofill Preferences', 'Update Mailing Address', 'Update Preferred Contact Information', 'Update Shipping Address', and 'Withdraw From Program'.
- Patient Information:** Includes fields for 'Preferred Contact Info' (Phone Number, Email) and 'Patient Mailing Address'.

Callouts 1 through 4 are placed over the 'Request New Medication' button, the 'MANAGE MY MEDS' header, the 'Medication' section, and the 'Enrollment Details' section, respectively.

PATIENT DASHBOARD: OVERVIEW PART 2

The **Patient Dashboard** is a one-stop shop for patients and LARs that simplifies managing program participation and prescriptions. The dashboard is organized with individual tabs for each medication the patient receives through AZ&Me. Click on the tab and the dashboard will populate the information specific to that medication.

AZ&ME SIGN OUT

My Medications Request New Medication

MANAGE MY MEDS

Medication:
Product Description: AIRSUPRA 90MCG/80MCG 1X28 INHALER
Rx Date: 11/03/2025
Refills Remaining: 3
Most Recent Order Status:
Shipment Date:
Tracking #:

Enrollment Details
Enrollment Status: Approved
Enrollment Period:
Start Date: 10/28/2025
End Date: 10/28/2026
Re-Enrollment Status: Not Ready for Re-enrollment
Re-Enrollment Initiation Date: 07/30/2026

5 Action Needed
[Request Refill](#)

6 Other Program Tasks
[Delay Next Refill Request](#)
[Update Autofill Preferences](#)
[Update Mailing Address](#)
[Update Preferred Contact Information](#)
[Update Shipping Address](#)
[Withdraw From Program](#)

7

8 Patient Information
Name, Last Name
First Name
Preferred Contact Info:
Phone Number:
Email:
Patient Mailing Address:
Address Line 1
Address Line 2
City
State
Zip
Update Mailing Address

10 Current Shipping Address:
Address Line 1
Address Line 2
City
State
Zip

5. 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.)

6. 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.)

7. Multiple AZ&Me Medications

If a patient is enrolled with multiple AZ&Me medications, click on the tab to view the details relevant for that medication.

8. Preferred Contact Info

This shows the best email and phone number to contact the patient or their LAR for communications regarding enrollment.

9. Patient Mailing Address

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

10. Current Shipping Address

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

PATIENT DASHBOARD: ACTION NEEDED

If nothing appears in the **Action Needed** list on the **Patient Dashboard**, then no action is currently required. Action items only appear when an action is 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 is a reminder and will appear when a new prescription is needed from your prescribing physician.

2. Provide Program Consent

This will appear when you need to provide updated program consent to complete your AZ&Me enrollment. Click to launch the AZ&Me Digital Assistant to provide consent.

3. Provide Shipment Confirmation

This will appear when you are required to confirm your shipping address and delivery details in order to receive your shipment. This information must be confirmed every time a cold chain medication is being filled/refilled. Click to confirm your information. (See page 14 for more details.)

4. Request Refill

This will appear if you have opted out of Autofill and it is time for a refill. Click to request the refill. (See page 13 for more details about Autofill.)

5. Upload Foundation Denials

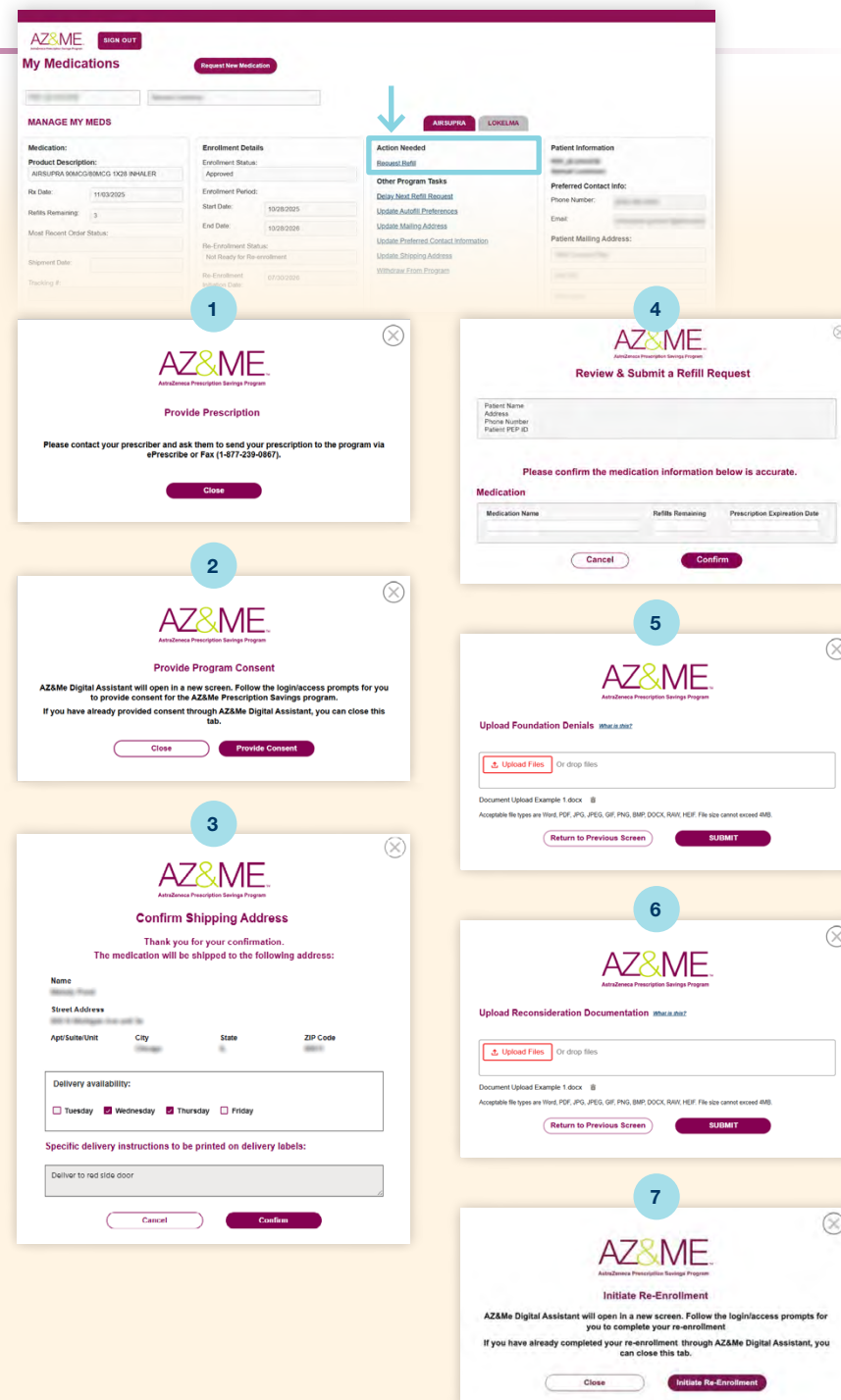
This will appear if you are a Medicare patient applying for [Specialty and Rare Disease medications](#), and are required to submit proof that you've been denied by at least three independent patient assistance foundations to complete your enrollment. Click to upload the documentation.

6. Upload Reconsideration Documentation

This will appear if your enrollment was denied and you experience a change in circumstance or if additional documentation can be submitted to address the reason for the denial. Click to upload the documentation. (See page 15 for more information on Reconsiderations.)

7. Initiate Re-Enrollment

This will appear when your Initiate Re-enrollment Date has been reached. You will be connected to the Digital Assistant and guided through the re-enrollment process.



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**
If you want your next refill to arrive later than scheduled, you can delay the next shipment here.
- 2. Update Autofill Preferences**
AZ&Me medications are opted in to Autofill when enrollment is approved. Patients can change their Autofill preferences here. (See page 13 for details about Autofill.) 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 Preferred Contact Information**
Click here to update the contact information that appears in the right column on the **Patient Dashboard**. This preferred contact information is used for communications regarding your enrollment. You only need to update this once and it will automatically carry across all medication views.
- 4. Update 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 can not 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.

AZ&Me allows Patients, LARs and HCPs to manage and track refills from the **Patient Dashboard**.

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 can opt out of Autofill from the **Patient Dashboard**. Just click on the “Update Autofill Preferences” link under Other Program Tasks.

Requesting Refills After Opting Out of Autofill

If patients/LARs have opted out of Autofill, then refills must be requested by clicking on the link under Other Program Tasks on the **Patient Dashboard** or by downloading the Product Shipment Request form found on the Forms & Resources page.

Refills for self-administered medications can be requested by the patient or LAR. Medications administered by a healthcare provider in a medical facility must be requested by an HCP.

Delaying Next Refill

Patients using Autofill can delay an upcoming shipment 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 should 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

Any medication that must be refrigerated or frozen requires a shipping confirmation, verifying the address and days when someone will be home to receive the medication. (See Page 14.)



ACTION NEEDED: PROVIDE SHIPMENT CONFIRMATION

The shipping address on the **Patient Dashboard** is specific to the AZ&Me medication. Patient-administered medications (medications that can be taken or administered at home) can be sent directly to the patient's/LAR's preferred shipping address.

Physician-administered medications (medications that must be administered in a healthcare setting or physician's office) must be shipped to the preferred shipping address provided by the prescribing physician.

Regardless of where the shipment is going, when cold-chain products (medications that must remain refrigerated or frozen) are shipped, the recipient will be asked to confirm the shipping address and provide delivery instructions for each refill.

This confirmation ensures someone will be able to receive the medication when it is delivered, so the appropriate temperatures are maintained. Patients/LARs can update the shipping address for patient-administered medications on the **Patient Dashboard**. The medication will not ship until this action is completed.

The image shows two screenshots of the AZ&Me website's shipping confirmation process. Screenshot 1, titled 'Confirm Shipping Address', prompts the user to confirm their shipping address and provides options to select a different address or add a new one. It includes fields for Name, Street Address, Apt/Suite/Unit, City, State, and ZIP Code, along with delivery instructions and a 'Review Request' button. Screenshot 2, titled 'Add a New Shipping Address', prompts the user to enter a new shipping address and provides a search bar, radio buttons for 'Patient' or 'Physician', and fields for the address details. It also includes delivery instructions and an 'Add Address' button.

1. Access the Pop-up

By clicking on “Provide Shipment Confirmation” link under Action Needed on the **Patient Dashboard**.

2. If the Address Listed Is Incorrect

Expand the “Select Different Address” option to choose from other known addresses or click on “Add new Shipping address” to add or update the shipping address for this refill using the pop-up that appears.

3. Provide Delivery Instructions

Select the days when someone will be able to receive the delivery, and share any additional details for the carrier (eg, “Knock on the side door.”)

Please note: AZ&Me cannot guarantee the delivery date/time.

Review Information and Confirm

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

The image shows a screenshot of the AZ&Me website's shipping confirmation process, step 3. It is titled 'Confirm Shipping Address' and includes a thank you message. It prompts the user to confirm their shipping address and provides a search bar, radio buttons for 'Patient' or 'Physician', and fields for the address details. It also includes delivery instructions and a 'Confirm' button.

What can I do if my application isn't approved? 17

Do I re-enroll every year? 18



WHAT CAN I DO IF MY APPLICATION ISN'T APPROVED?

If the patient does not meet the AZ&Me Eligibility criteria for residency, income, or insurance; the enrollment status on the patient dashboard will show “Denied.” The reason for denial will show under the Enrollment Status Reason:

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

If the patient's circumstances have changed,* or if they can provide documentation that they do meet the eligibility criteria, the patient, LAR or HCP can call AZ&Me at 1-800-AZandMe (1-800-292-6363) to request reconsideration for the program.

After the request is processed, “Upload Reconsideration Documentation” will appear under Action Needed on the **Patient Dashboard**. The patient, LAR or HCP can click on the action item to launch the pop-up.

1. Enrollment Status Reason

Once on the Upload Reconsideration Documentation pop-up, Patients/LARs/HCPs can click or hover over “What is this?” to see the list of reasons why the patient may not have been approved.

2. Review the Documentation Needed

Scroll through the drop-down list to find the reason identified on the **Patient Dashboard** and click on the “>” to expand and review the appropriate documentation for reconsideration.

Once the documentation has been submitted, the expected processing time is 2 to 5 business days, during which the Action Needed item will still appear on the **Patient Dashboard**. The documentation does not need to be uploaded again; AZ&Me will contact the patient, LAR or HCP if additional information is needed. Once processed, the patient will be notified about the status of their reconsideration by the preferred method of communication listed on the **Patient Dashboard**.

* If the patient has experienced a life-changing event in the past year, they may still be eligible. Some examples of a Change in Circumstance include:

- Job loss
- Loss of insurance coverage
- Changes in income
- Change in household size

If the patient has experienced any other significant changes not listed above, please contact AZ&Me, as additional circumstances may apply.

DO I RE-ENROLL EVERY 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:

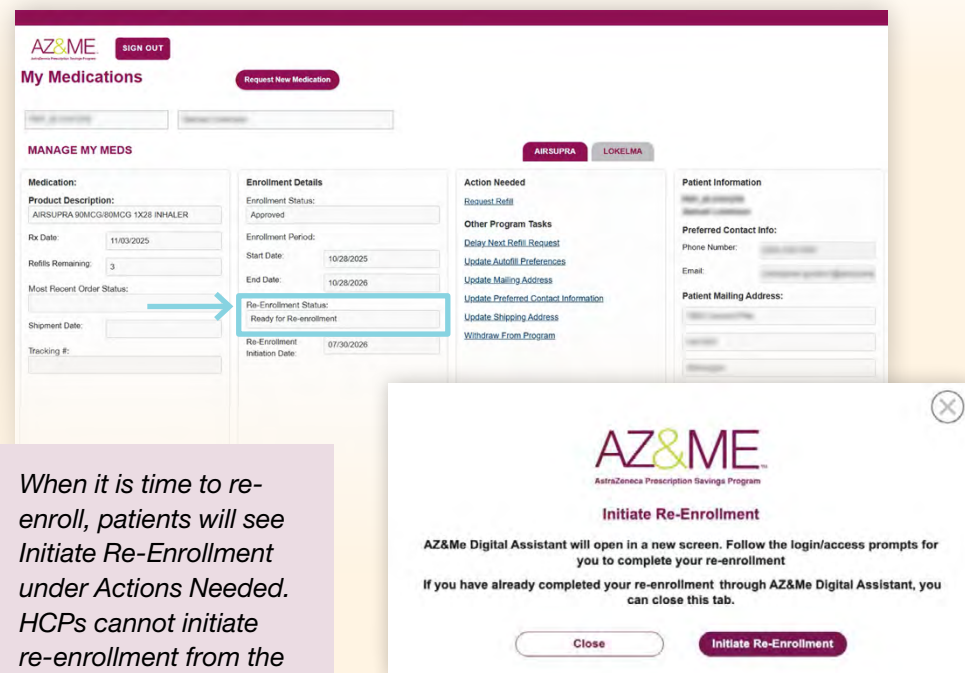
- **Current Enrollment Status**
- **Enrollment Period:** Start and End Date
- **Re-enrollment Status**
 - “Ready to Re-enroll” appears when the **Re-enrollment Window** is open.
- **Re-enrollment Initiation Date**
 - Indicates when the re-enrollment process can begin.

When it is time to re-enroll, patients will see **Initiate Re-Enrollment** under **Actions 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



When it is time to re-enroll, patients will see **Initiate Re-Enrollment** under **Actions 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.





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.