

Frequently Asked Questions

The complexities of healthcare often leave many people in a position of needing assistance with where to turn for answers and information. Seagen Secure is our support program that offers a comprehensive suite of solutions, including financial, access, and patient assistance to individuals prescribed a Seagen therapy.

How do I enroll my patients in Seagen Secure?

There are 3 ways to enroll your patients:



Enroll by Fax

Download and complete the Healthcare Provider Request Form and Patient Authorization Form at **SeagenSecure.com** and fax to **855-557-2480**



Enroll by Phone

Contact Seagen Secure to enroll over the phone

Call **855-4SECURE (855-473-2873)**, Monday through Friday, 8 AM-8 PM ET



Enroll Online

Download and complete the Healthcare Provider Request Form and Patient Authorization Form at **SeagenSecure.com** and email to **CaseManager@seagensecure.com**

How do I know if my patient's insurance covers Seagen oncology products?

When you and your patients enroll in Seagen Secure, patients can connect with Seagen Secure Oncology Access Advocates who are trained to help you understand your patient's coverage for Seagen oncology products.

How do I find payer policies for Seagen?

Seagen Secure keeps an updated database of payer policies that includes Medicare local coverage determinations, Medicaid, and commercial policies.



Contact a Seagen Secure Oncology Access Advocate to answer any of your questions.

What coverage support does Seagen Secure offer?

Seagen Secure offers a comprehensive suite of solutions:

Seagen Secure offers **benefits investigation** assistance to evaluate patient insurance coverage. Seagen Secure can coordinate with healthcare providers, patient insurers, and specialty pharmacies to assist with the **prior authorization process**.

If a healthcare provider determines **an appeal is appropriate**, Seagen Secure can review the payer policy to determine additional documentation that may be needed and track the status of the appeal and relay the information to the healthcare provider.

- Providers or patients should be prepared to fax copies of the supporting documentation used in the appeal to 855-557-2480
 - An Oncology Access Advocate will follow up with the payer to determine reason for the denial, steps for appeal, and any documentation required by the payer
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Is there a patient assistance program?

The Patient Assistance Program provides Seagen's oncology therapy for up to 1 year at no cost to patients who meet program eligibility requirements.



For more information on the patient assistance program, go to [SeagenSecure.com](https://www.seagensecure.com).

What other patient support does Seagen Secure provide?

Seagen Secure works with patients and caregivers to support personal needs beyond coverage and financial support. Seagen Secure can also refer patients to independent outside organizations for additional logistics support, psychosocial care, and financial needs.

Seagen does not guarantee that enrollment will result in patient assistance, coverage and/or reimbursement. Seagen Secure is not intended to provide medical advice or replace medical advice from the patient's healthcare provider.

