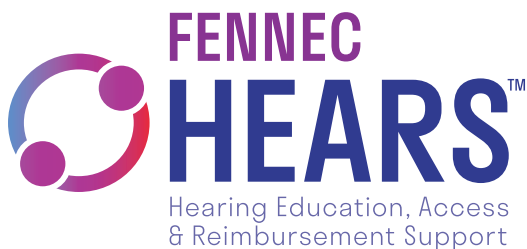


# Support shouldn't come with a caveat

We keep support seamless—so the only noise you hear is the good kind.



Fennec HEARS™ provides support for patients who are prescribed PEDMARK (sodium thiosulfate injection). It provides comprehensive, hands-on support—from education and coordination to financial assistance and access services. This helps ensure smooth treatment delivery wherever care happens, in clinic or at home.



## One Contact, Total Support:

From enrollment to reimbursement and logistics, your Case Manager is your consistent point of contact every step of the way.



## No Loose Ends:

Your team stays informed at every phase, receiving real-time updates, confirmations, and reminders before, during, and after treatment.



## Tailored Training:

Coordinates training for office staff on topics such as antiemetics, hydration, and escalation protocols—including when to involve the Medical Science Liaison (MSL).



## Seamless Coordination:

The Case Manager connects your provider with the home infusion nurse ahead of treatment to ensure alignment.



## Reimbursement & Insurance Support

Get support with insurance, reimbursement, and access to patient assistance, quick start, and bridge programs for eligible patients when coverage is delayed or interrupted.

Case Managers do not offer medical/treatment advice or replace discussions with a healthcare provider.

Support built for your practice and designed for your patients



## Wherever care happens, we're **there to help**

Fennec HEARS™ helps your team navigate the treatment journey with confidence. Whether in clinic, at home, or in combination, here's how we help:



### If infusion is *in clinic*:

- Support with coding, billing, and reimbursement setup
- Confirm product access pathway (specialty distributor or direct)
- Align on treatment start date and logistics
- Coordination of staff training
- Set expectations for antiemetics, hydration, and emergency readiness



### If infusion is *at home*:

- Confirm start date (allow 5+ business days for setup)
- Complete forms with Case Manager assistance
- Provide antiemetic and site-specific education to office staff
- Schedule a trained home infusion nurse
- Align provider and infusion nurse prior to treatment
- Follow up after infusion, including adverse event (AE) coordination if needed

**Regardless of setting, Fennec HEARS™ helps ensure  
a smooth process from start to finish**

### Need Help Getting Started?

Scan the QR codes to access enrollment and HIPAA authorization forms.



Enrollment Form



HIPAA  
Authorization Form

For additional personalized support, call Fennec HEARS™ at 1-855-615-7946, from 8 AM to 8 PM ET, Monday through Friday.