



Phone: **844-599-CARE (2273)**

Email: **UCBCares@Ucb.com**

Web: **www.askucbcares.com**

ucbCARES isn't a call center; we are an answer center focused on providing Caring Answers. If we know the answer, we'll share it. If we don't know it, we'll do our best to find it. With every interaction we work to ensure the customer feels more informed, more confident, and better understood.

Answers are not always easy to find, and clarity is not always easy to achieve. **ucbCARES** is dedicated to finding answers and ensuring customers understand.

PRODUCT SUPPORT

- Intake of product quality complaints
- Intake of adverse events (side effects)
- Partner with UCB Quality & Drug Safety
- Partner with other patient-value-focused UCB departments

CLINICAL TRIAL SUPPORT

- Assist patients who wish to enroll in clinical trials
- Assist healthcare professionals (HCPs) requesting to become a primary investigator or clinical trial site

PATIENT ASSISTANCE PROGRAM

- Connect patients with financial resources, such as the Patient Assistance Program (PAP)
- Offer access to askucbcares.com for more expedited PAP application processing
- Assist with copay questions and direct to foundations

INNOVATIVE PATIENT SOLUTIONS

- Epilepsy Peer Navigator
- Wellness4U
- Neupro Patch Partnership Program

MEDICAL INFORMATION

- Speak directly with patients, caregivers, and HCPs
- Provide information on all UCB products
- Process requests from all UCB Field Representatives



©2020 UCB, Inc. All rights reserved. US-P-DA-EPI-2000034