



Inspired by **patients.**  
Driven by **science.**

Ensuring you have access to UCB medications is our top priority.

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### **Information for Patients, Caregivers, and Healthcare Providers about Accessing UCB Medicines:**

Some patients in the U.S. may be experiencing delays at the pharmacy accessing UCB medicines. The information below addresses frequently asked questions and where to go for help if you are experiencing delays.

Any patient, caregiver, healthcare provider, or pharmacy can contact ucbCARES® for support:

- Phone: 1-844-599-2273 or Email: [ucbCARES@ucb.com](mailto:ucbCARES@ucb.com)
- Hours of operation: Monday - Friday, 8 AM-8 PM ET; Saturday - Sunday, 9 AM-5 PM ET

### **FOR PATIENTS**

#### **Q: How can my pharmacy order my UCB medication?**

- UCB medications are available in the U.S. If your pharmacy is having problems ordering your medicine, please contact ucbCARES (email [ucbCARES@ucb.com](mailto:ucbCARES@ucb.com) or call 1-844-599-2273) with the following information on your pharmacy:
  - Pharmacy Name
  - Address
  - Phone number
- UCBcares will call the pharmacy and help them order your medicine.

#### **Q: How can I get my medication if my pharmacy doesn't have it available?**

- We recommend contacting ucbCARES (email [ucbCARES@ucb.com](mailto:ucbCARES@ucb.com) or call 1-844-599-2273) as they are ready to assist with any questions or concerns and can help you based on your specific need.
- If your prescription is at a pharmacy chain (for example, CVS, Walgreens, Rite Aid, Kroger) ask your pharmacist if they can check availability at other nearby locations on your behalf.
- If your prescription is at a pharmacy that is not part of a chain, you can call to check availability at pharmacies close to you. If you find a pharmacy that has stock, please do one of the following before going to the new pharmacy:
  - Get your prescription and bring it with you to the new pharmacy, or
  - Ask your current pharmacist to transfer your prescription to the new pharmacy on your behalf

**Q: Will the cost be different at a new pharmacy?**

- Depending on your insurance coverage, your cost may be different at other pharmacies. If your co-pay is higher at a new pharmacy, you can contact ucbCARES for co-pay support options.
- You can also visit the website <https://www.ucb-usa.com/Patients/Financial-Assistance> to get information on your medication's co-pay program.

**FOR HEALTHCARE PROVIDERS**

**Q: Where can pharmacies and hospitals order UCB medications?**

- Pharmacies and hospital systems can access the primary distribution network [here](#).
- Our specialty pharmacy distribution network is available [here](#).

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