



# NOVO NORDISK

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## RESPONSE PROGRAM

### PROGRAM INFORMATION

The Novo Nordisk Response Program ([www.nnrp.ca](http://www.nnrp.ca)) is for newcomer immigrants and refugees to Canada (<6 months) who do not have any access to drug insurance and who do not have the financial means to afford their Novo Nordisk insulins and needles.

### PROGRAM DETAILS

The Novo Nordisk Response Program provides select Novo Nordisk insulin(s) and needles for up to 120 days from the date that a patient's Novo Nordisk Response Program benefit card is activated.

This program is intended to provide **temporary** support while patients secure private / supplementary drug insurance or apply for a public drug program.

If private/supplementary or public drug insurance is acquired within 120 days of activating the Novo Nordisk Response Program, Novo Nordisk Response Program benefits are subsequently terminated.

### PROGRAM BENEFIT CARDS

Novo Nordisk Response Program Benefit Cards are provided to patients by their healthcare professional.

### SUPPORT FOR INSULIN DELIVERY DEVICES

- [FlexTouch® Injection Demonstration Video \(English\)](#)
- [NovoPen® 4 Injection Demonstration Video \(English\)](#)
- [NovoPen® Echo® Injection Demonstration Video \(English\)](#)

### HAVE MORE QUESTIONS?

For more information about the Novo Nordisk Response Program, contact Novo Nordisk Customer Care at 1-800-465-4334.



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### PRODUCT INCLUSIONS

<b>Tresiba®</b>	2467879 - Tresiba® U-100 FlexTouch® 2467887 - Tresiba® U-200 FlexTouch®
<b>NovoRapid®</b>	2377209 - NovoRapid® FlexTouch® 2244353 - NovoRapid® Penfill® 2245397 - NovoRapid® Vial
<b>Levemir®</b>	2412829 - Levemir® FlexTouch® 2271842 - Levemir® Penfill®
<b>NovoMix®</b>	2265435 - NovoMix® 30 Penfill®
<b>Novolin® ge 30/70</b>	2025248 - Novolin® ge 30/70 Penfill® 2024217 - Novolin® ge 30/70
<b>Novolin® ge NPH</b>	2024268 - Novolin® ge NPH Penfill® 2024225 - Novolin® ge NPH
<b>Novolin® ge Toronto</b>	2024284 - Novolin® ge Toronto Penfill® 2024233 - Novolin® ge Toronto
<b>Needles</b>	NovoFine® 32G Tip etw x 6 mm

### NOVOPEN® AVAILABILITY

**NovoPen® 4** devices are available at the pharmacy at no cost to patients.

**NovoPen® Echo®** devices may be available, by request, at the Healthcare Professional's office or at a local Diabetes Education Centre. In addition, pharmacists may request NovoPen® Echo® devices in limited quantities by contacting Novo Nordisk Customer Care at: 1-800-465-4334.

Products included in this program are at the sole discretion of Novo Nordisk Canada Inc. and are subject to change without prior notice.



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### FREQUENTLY ASKED QUESTIONS

→ **Can the benefit card be used for more than one Novo Nordisk medicine?**

Yes! The Novo Nordisk Response Program benefit card can be redeemed for a single covered therapy or any combination of covered Novo Nordisk insulins.

→ **Can the Novo Nordisk Response Program benefit card be used more than once?**

Yes! The same benefit Novo Nordisk Response Program benefit card can be used for insulin refills for up to 120 days. Also, the Novo Nordisk Response Program provides 1 box of needles per benefit card redemption (up to a maximum of 4 boxes).

→ **Does the Novo Nordisk Response Program benefit card expire?**

The Novo Nordisk Response Program was designed to provide temporary relief for newcomers to Canada. The Program's benefit card ensures access to select Novo Nordisk insulins and needles for up to 120 days. Within that 120 days, program recipients are encouraged to purchase private / supplementary drug insurance or to apply for the various provincial and territorial public drug programs.

If private/supplementary or public drug insurance is acquired within 120 days of activating the Novo Nordisk Response Program, Novo Nordisk Response Program benefits are subsequently terminated.

→ **Are there any costs or fees for the included Novo Nordisk insulin?**

No. The Novo Nordisk Response Program covers the cost of the medicine and needles made by Novo Nordisk as well as industry standard mark-up and dispensing fees.

→ **Are needles included in the Novo Nordisk Response Program?**

Select needles have been included in this program. The Novo Nordisk Response Program provides 1 box of needles per benefit card redemption (up to a maximum of 4 boxes).



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### → Where can patients obtain a Novo Nordisk Response Program benefit card?

#### **Healthcare Professionals:**

Healthcare Professionals can request Novo Nordisk Response Program benefit cards for patients through an online form [[LINK](#)]. **Patients will not be provided benefit cards directly.**

#### **Patients:**

Patients are provided Novo Nordisk Response Program benefit cards from Healthcare Professionals. Examples of Healthcare Professionals include Physicians, Endocrinologists, Nephrologists, Pharmacists, Nurses, Diabetes Educators and Dieticians.

Patients can raise awareness about this program by providing their Healthcare Professional with the Novo Nordisk Response Program website address ([www.NNRP.ca](http://www.NNRP.ca)) or by sharing this document with them. **A prescription may be required prior to activating a benefit card.**

### → Where can I get more information on the various provincial & territorial public drug benefit programs?

Visit the [Provincial and Territorial Public Drug Programs](#) page located on the Government of Canada's website for more information.