



HCP REIMBURSEMENT SUPPORT PATH

PART OF THE PATIENT JOURNEY RISK GUIDE

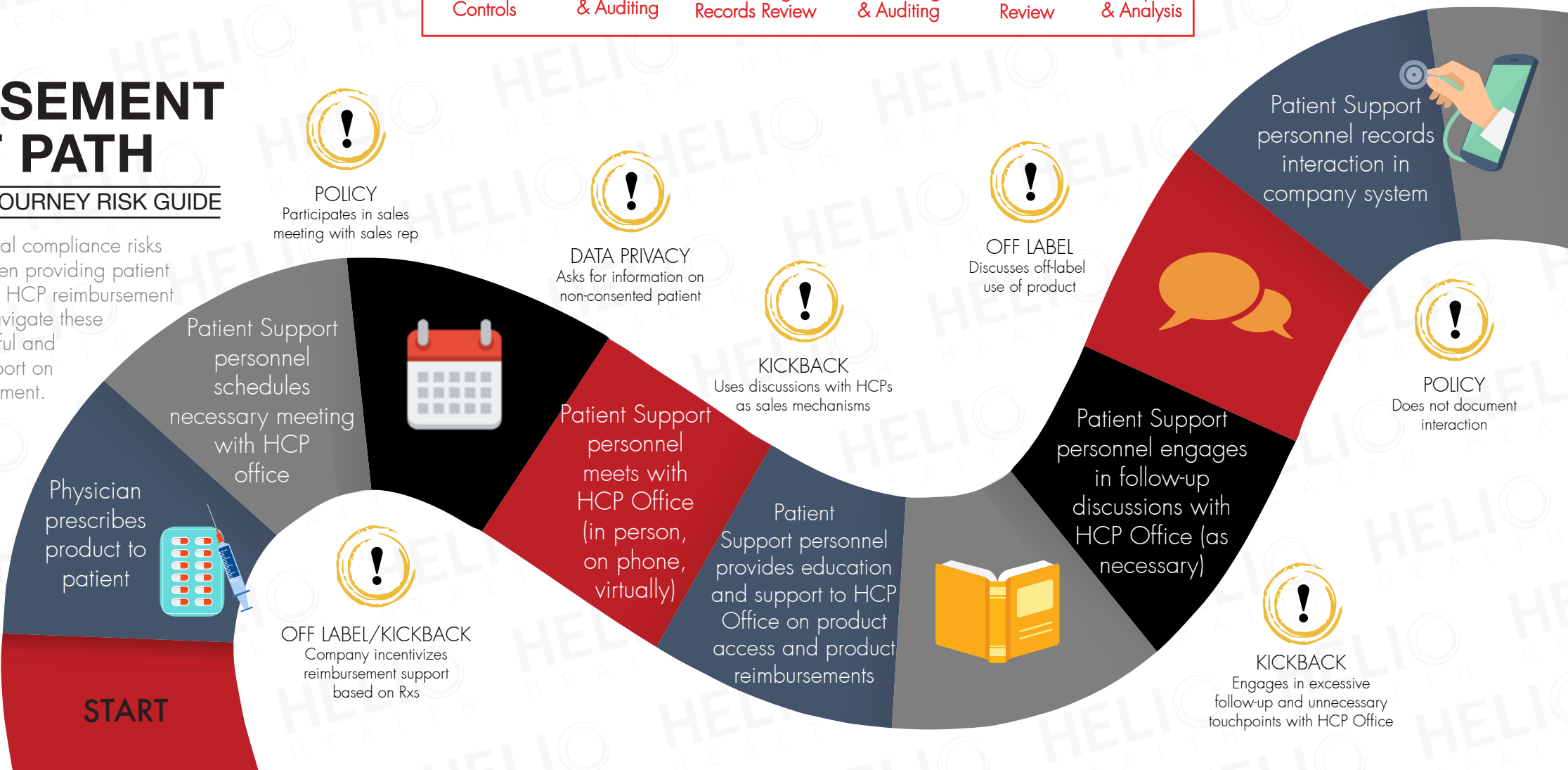
This sub path illustrates potential compliance risks for life science companies when providing patient support, specifically related to HCP reimbursement support. Helio helps clients navigate these challenges to provide successful and compliant education and support on product access and reimbursement.

HELIO SOLUTIONS TO ADDRESS KEY RISKS

- Policies, Processes & Controls
- Live Monitoring & Auditing
- Transactional Monitoring/Records Review
- Virtual Monitoring & Auditing
- Email/Call Note Review
- Data Analytics & Analysis



KICKBACK
Promotes Company's patient support services and details as an advantage to a competitor product



POLICY
Participates in sales meeting with sales rep



DATA PRIVACY
Asks for information on non-consented patient



OFF LABEL
Discusses off-label use of product



KICKBACK
Uses discussions with HCPs as sales mechanisms



POLICY
Does not document interaction



KICKBACK
Engages in excessive follow-up and unnecessary touchpoints with HCP Office