

Patient Instructions for Novo Nordisk Medication Assistance

If you are applying for prescription assistance for any Novo Nordisk medications, including Tresiba, NovoLog, Fiasp, or Ozempic, you will need to complete your portion of the application using one of the two options below.

Option 1: Complete the Application Yourself Online

1. Open an internet browser on your phone, tablet, or computer, or scan this QR code



OR

2. Go to <https://www.novocare.com/hcp/diabetes/help-with-costs/pap.html>
3. Scroll down to "Fill out the application online" . Under Step One of Healthcare Provider Application Portion, Click "[here](#)"
4. Select "I am a patient"
5. Complete the online medication assistance application.
6. When asked for the provider email, enter: np@crossroadsmedicalmission.org

Option 2: Have the Clinic Start the Application for You

1. Confirm that your email address is correct in your chart.
2. We will initiate the application on your behalf.
3. You should receive an email with a link to complete your portion of the application within **1 week**.
 - a. If you have not already signed up for athena portal access, you will receive an email for that as well. This registration does not provide access to prescription assistance, but will help with communication between you and your provider.
4. If you do not receive the email, please check your spam or junk folder.
5. If you still do not see it, contact our office so we can assist you.

Important Information

- You will be asked to provide 2 documents with your application. These **MUST** be in .pdf format.
- Denial letter from **Medicaid** or **TennCare**. Please go ahead and apply. If denied, be sure to save the denial letter to attach to your Novocare application
 - Virginia
 - Virginia Medicaid Portal sign up and customer service info: <https://commonhelp.virginia.gov/>
 - For Virginia Medicaid (Cardinal Care)
 - Cover Virginia Call Center: ☎ 1-855-242-8282 Tennessee
 - TN Care online portal sign up: tenncareconnect.tn.gov Welcome to TennCare Access your coverage from anywhere, at any time. Review th...
 - TennCare Connect
 - ☎ 1-855-259-0701

Proof of Income

- 1040
- 1099
- Statement from Social Security
- 3 most recent paystubs
- If you cannot provide any of these documents, please let the staff at Crossroads know.

Once Approved

- You will receive an email updating their status as approved.
- You will receive a phone call from Neovance Pharmacy to schedule delivery. **You must request that the pharmacy calls Crossroads to schedule delivery to our clinic at 433 Scott St, Bristol, VA 24201.** Phone number to clinic is 276-466-1600.