

Frequently Asked Questions (FAQs)

1. What types of assistance does myBeOne Support provide?

The myBeOne Support program is designed to help simplify patient assistance for patients and providers, from access to BRUKINSA[®] (zanubrutinib) treatment to day-to-day living support, including:

- **Insurance verification**—We can help from the start by assessing coverage and providing information on prior authorization requirements and the appeals process. Terms and conditions apply. Learn more about insurance verification [here](#). Learn more about appeals process [here](#).
- **Bridge supply**—To ensure every patient is able to start BRUKINSA treatment as soon as a prescription decision is made, a limited supply of BRUKINSA may be provided for any coverage delay of 5 days or more, including those due to change of insurance. Terms and conditions apply. Learn more [here](#).
- **Co-pay support for patients with commercial insurance**[†]—Eligible commercially insured patients may pay as little as \$0 per prescription for BRUKINSA, up to \$25,000 per calendar year. Terms and conditions apply. Learn more [here](#).
- **Free product assistance**—We provide BRUKINSA at no cost to uninsured (those with no insurance or no coverage due to payer denial) or underinsured (those whose out-of-pocket costs are unaffordable) patients who meet certain financial criteria. Terms and conditions apply. Learn more [here](#).
- **Day-to-day living support**—When patients prescribed BRUKINSA or their caregivers require assistance with day-to-day needs, myBeOne Support Oncology Nurse Advocates can provide information about available resources and connect them to independent organizations[†] that may be able to help, with resources including:
 - Counseling services
 - Support group information
 - Transportation and lodging assistance

Terms and conditions apply. Learn more [here](#).

To learn more about myBeOne Support or to help your patient get assistance, please call **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

2. How do I enroll my patient in myBeOne Support?

There are 3 different ways you can help enroll your patient who is on BRUKINSA treatment in myBeOne Support.

-  The easiest option is to call myBeOne Support at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)** and speak with an Oncology Nurse Advocate to enroll your patient.
-  If you prefer, you can also fill out an enrollment form [online](#).
-  Alternatively, you can fax the completed enrollment form to myBeOne Support at **1-877-828-5593**. Download the enrollment form [here](#).

3. How do I check the status of a patient's enrollment?

Once a complete enrollment form is received, an Oncology Nurse Advocate will communicate the coverage to the patient and the provider within 24 hours.

Frequently Asked Questions (FAQs)

4. How long will it take for my patient to receive BRUKINSA[®] (zanubrutinib) and start treatment?

A myBeOne Support Oncology Nurse Advocate will work with your office and patient to assess their coverage, and if needed, help the patient with financial assistance.

If there is a delay in insurance coverage verification of 5 days or more, myBeOne Support will provide a free limited supply of BRUKINSA to avoid further treatment delay.

For information and assistance, please call myBeOne Support at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

5. Is there a pamphlet I can refer to that talks about treatment administration with BRUKINSA?

Yes. We've created a guide to drug interactions, dose modifications, and access support for BRUKINSA. The pamphlet also discusses other first- and second-generation bruton tyrosine kinase (BTK) inhibitors. Learn more [here](#).

6. Do you have a commercial co-pay program we can access?

To enroll an eligible commercially insured patient in the myBeOne Support commercial co-pay program, you can simply visit the BRUKINSA co-pay portal at www.brukinsacopay.com to set up access.*†

For information and assistance, please call myBeOne Support at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

7. What is the role of Oncology Nurse Advocates?

The myBeOne Support Oncology Nurse Advocates provide service for providers and patients, from BRUKINSA treatment access to day-to-day living support. With prior experience working with oncology patients, our Oncology Nurse Advocates are trained on distress screening to fully understand a patient's and/or a caregiver's needs and match them with independent organizations[†] that can help address their needs. When a patient is enrolled in myBeOne Support, they and their caregivers will have a dedicated Oncology Nurse Advocate who can help educate on their disease and treatment and provide follow-up support. For patient inquiries on side effects and requests for medical advice, our Oncology Nurse Advocates will refer the patients back to the practice. Learn more [here](#).

To speak with your Oncology Nurse Advocate, call **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

8. Will I always be speaking with the same Oncology Nurse Advocate?

The myBeOne Support Oncology Nurse Advocates work as a team to provide consistent and timely support for our patients. In the rare scenario where the Oncology Nurse Advocate you have been working with is unavailable to provide immediate support, another Oncology Nurse Advocate will assist you. Learn more [here](#).

To speak with an Oncology Nurse Advocate, call **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

Frequently Asked Questions (FAQs)

9. Does myBeOne Support provide assistance for caregivers?

The myBeOne Support program provides assistance for both patients and caregivers. Similar to patient support, when a caregiver calls, our Oncology Nurse Advocate will try to understand any day-to-day needs they may need help with and identify and connect them to resources from independent organizations.[†] For inquiries on side effects and requests for medical advice, our Oncology Nurse Advocates will refer the patients and caregivers back to the practice.[‡]

For information and assistance, please call myBeOne Support at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

10. English is not my patient's first language. Does myBeOne Support provide assistance in other languages?

The myBeOne Support program offers assistance for BRUKINSA[®] (zanubrutinib) patients in multiple languages, including English, Spanish, Chinese, and over 150 languages in the call service. In the enrollment form, please indicate the preferred language under "Primary Language" in Patient Information [Section 1]. This will help our Oncology Nurse Advocates identify the language of choice and bring in a live translation service line to facilitate the call in advance. For calls initiated by patients, the myBeOne Support Oncology Nurse Advocate will quickly merge the translation service into the call to improve quality of support.

11. What happens if my patient's insurance changes?

For patients currently enrolled in myBeOne Support, if there is a change in coverage, your office or the patient can call myBeOne Support, and our Oncology Nurse Advocate will provide information on the new coverage and financial assistance if needed, based on the patient's eligibility.

For typical insurance updates that occur in the beginning of each calendar year, our Oncology Nurse Advocates will send a reminder to patients and caregivers as early as October, help educate them on the process, and connect them to appropriate insurance counseling service.

If your patient needs to be re-enrolled in myBeOne Support, our Oncology Nurse Advocates will reach out to your office via letter and/or phone call to request information for a Benefit Investigation.

With any changes in coverage, our goal is to prevent treatment interruptions through early shipment or bridge supply.

12. When does re-enrollment occur?

Re-enrollment occurs at the end of each calendar year. Our Oncology Nurse Advocates will reach out to your office in advance for reminder and work with you to fill out the enrollment form for patients as needed.

For more information, call myBeOne Support at **1-833-234-4363 Monday through Friday from 8 AM to 8 PM Eastern Time (ET)**.

*Up to \$25,000 per calendar year.

[†]Independent third-party organizations have their own rules for eligibility. BeOne Medicines has no involvement in their decision-making or eligibility criteria. This information is non-exhaustive and not meant as an endorsement from BeOne Medicines.

[‡]Terms and conditions apply.

myBeOneSupport[®] is not insurance and does not guarantee product coverage or reimbursement. BRUKINSA, BeOne Medicines, and myBeOneSupport are trademarks owned by BeOne Medicines I GmbH or its affiliates.

© BeOne Medicines I GmbH, 2026 All Rights Reserved. 0722-MBO-PRC-001 7/2026