

## **U.S. Partner Requirements**

### *Policies and Procedures of Partnership*

#### **Patient Eligibility**

Products donated by Americares can only be provided to patients who meet **both** of the following criteria:

1. Income less than or equal to 300% of the federal poverty level (FPL)
2. Uninsured or underinsured (including those with Medicaid or Medicare coverage who have no prescription drug coverage, have high-deductible insurance plans, or cannot afford their prescription co-pays)

#### **Partner Requirements Regarding Use of Donated Products**

Below is a summary of important requirements regarding the use of Americares donations. All partners of the Americares U.S. Program must comply with the requirements and protocols described below.

##### **Dispensing:**

- Americares donated products must be distributed only to eligible patients (see Patient Eligibility section above)
- Patients cannot be charged for Americares donations. Small administrative and service fees related to clinic operations are permissible.

##### **Segregation:**

- Americares products are to be segregated and stored separately from other purchased or donated products. This can be a separate shelf or cabinet designated for Americares products, and the use of Americares product stickers.
- Rolls of stickers are always available to order via our online inventory. Log into your Portal at <http://usprogram.americares.org> to order.

##### **Destruction:**

- Expired products cannot be distributed or dispensed, and must be destroyed in accordance with local regulations, laws and manufacturer guidelines.
- Expired products can never be returned to the manufacturer for financial credit or processed through a reverse wholesaler.

##### **Subdistribution:**

- Americares donations cannot be sold, billed for, traded, sub-distributed or donated to other organizations, or sent overseas.

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**Tracking:**

- You must track the distribution of Americares donations by lot number to the patient level in the case of an adverse event or recall.

**Shipment Confirmation:**

- A **Confirmation of Receipt** form will be available via your Portal after every shipment. You must complete and submit this form within 10 business days of receiving a shipment.

**Recalls:**

- In the case of an “adverse event,” which is defined as “any undesirable experience associated with the use of a medical product in a patient,” you must call the Americares Emergency Hotline at 203-658-9658 and complete an *Americares Incident Report Form*.

**Audits:**

- Partners may be asked to participate in a Supply Chain Audit to review use of Americares donated products.

## **Communicating with Americares**

Your account with Americares should be kept up to date and contain accurate contact information for key points of contact, such as the primary contact, designated medical professional, and CEO/executive director.

Please update your account via your Portal (<http://usprogram.americares.org>) if you have staff turnover or your organization’s contact information or shipping address changes. Select Partner Application under the My Account tab to make updates.

You will be prompted by our system to re-electronically sign your **Partnership Agreement** every 2 years and **Medical Professional Agreement** every year, as well as to update any expired medical or pharmacy licenses.

The Americares U.S. Program team can be contacted at **203-658-9690** or [usprogram@americares.org](mailto:usprogram@americares.org) during normal business hours (M-F, 9am-5pm ET) if you have any questions.