

# You are never alone on your LUMRYZ treatment journey

Explore each role played in supporting your treatment experience.

**Lumryz™**  
(sodium oxybate) for extended-release  
oral suspension 

**RYZUP™**  
SUPPORT SERVICES



## RYZUP Support Services Nurse Care Navigator (NCN)

Connects you to support and educational resources you may need at every step of your treatment journey.



## Healthcare Provider

Partners with you to create your treatment plan and answers your medical questions.



## Specialty Pharmacy

Arranges your shipments of LUMRYZ after your prescription is processed and answers product-related questions.



Your NCN will help you access, start, and stay on track with your LUMRYZ treatment plan.



Available to help you **prepare for check-ins** with your healthcare team



Will help you **navigate the insurance process and any changes** to your insurance



Can initiate a **3-way phone call** with your specialty pharmacy to start the conversation about arranging your next shipment



**Your NCN will check in regularly via phone and email**—they are also available if you have questions or feel unsure about next steps. You can reach your NCN at 1-844-485-7636 from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Please see full [Prescribing Information](#), including BOXED Warning, and [Medication Guide](#).

# Who do I call for...?

Use this guide to review who to reach out to for help with a specific topic.

  
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## Your NCN

Your support partner for LUMRYZ and insurance questions.

- Questions about the **status** of your RYZUP enrollment, prescription, or first shipment
- Understanding the process of **accessing LUMRYZ**, including coverage, approval, and open enrollment
- Information on which **financial assistance programs** you may qualify for
- Help with navigating medication **refills**
- Support if there are **changes to your insurance** or financial situation
- Processing any patient services **renewals or authorizations** that may be needed throughout the year
- Discussing what information may be helpful to **share with your healthcare team** before check-ins
- **Educational resources** about LUMRYZ
- Questions about **how to prepare or take** LUMRYZ
- Confirm which **specialty pharmacy** to contact



## Healthcare Provider

Your go-to for medical information and questions about your LUMRYZ treatment plan.

- Reviewing your **symptoms**
- Treatment experiences and/or **side effects**
- Managing the **titration process** (making adjustments to your dose or discontinuing if necessary)
- Adjusting the length of **time between refills** (eg, 90 days)
- Other **medical** questions or concerns



## Specialty Pharmacy

Your contact for questions about coordinating shipments.

- **Product-related questions** about LUMRYZ
- Arranging **shipments** of your prescription
- Reviewing the **refill** process
- Questions about the LUMRYZ **Risk Evaluation and Mitigation Strategy (REMS)**

### The first call starts it all

Scheduling your prescription shipments requires a call with one of the four specialty pharmacies, so be sure to return any missed calls from them promptly.

**Accredo:** 1-800-424-2618

**Optum Frontier Therapies:** 1-877-851-0010

**CVS Specialty Pharmacy:** 1-800-834-2806

**AssistRX:** 1-913-396-7696

## Your NCN will continue to stay in touch with you

If you haven't already, consider **creating new contacts** in your phone for your NCN, healthcare provider, and specialty pharmacy.

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