

Dear Provider,

I am reaching out to inform you of an important update to the Bausch Health (“BHC”) Patient Assistance Program (“PAP”). Beginning October 1st, eligible Medicaid-only patients (who do not have Medicare nor other medication coverage) and whose plans cease to cover Bausch Health products, may be able to access single-source BHC products through an enhanced PAP.

Patient Benefits include:

- Zero out of pocket cost for covered product(s)
- 90-day course of therapy when prescribed
- Free overnight home delivery

Bausch Health US, LLC recently communicated its intention to cease participation in two optional Federal drug pricing programs – the Medicaid Drug Rebate Program and the 340B Drug Pricing Program, effective Oct 1, 2025.

BHC remains fully committed to all patients who are prescribed our products, and we understand the importance of our therapies to patients in their treatment journey.

As such, BHC is working to ensure continuity of care for patients, physicians and caregivers during this transition. As a healthcare provider, you and your office staff can also help navigate this change now with 3 simple steps for patients that wish to remain on therapy.

1. Inform your office staff that patients who are on Medicaid may call your office due to this coverage change for Bausch Health products; these patients may be eligible to receive product shipped to their home via our patient assistance program.
2. Eligible patients on Medicaid may apply directly over the phone by calling 1-833-862-8727 (8am to 5pm EST with expanded hours from 8am to 8pm EST after October 1st). Eligible patients may also apply online [Here](#).
3. To ensure continuity of care for these patients, at any time you may e-prescribe to the Bausch Health PAP provider, KnippeRx Pharmacy (full e-prescription credentials can be found [Here](#).) Your office may also fax a prescription to (844)

705-0160 if preferred. Please note in the prescription comments “Medicaid Applicant.”

I want to assure you that Bausch Health remains committed to your Medicaid patients and maintaining patient care and ensuring continuity of treatment is our top priority.

Please reach out if you have questions or if you would like additional information either at the phone number above for patient assistance or for more general inquiries to 1-800-321-4576.

Best regards,
Your Bausch Health Team

BAUSCH Health

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Please do not reply to this email. If you have any questions related to our products, contact our Customer Care at: 1-800-321-4576.

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