

Frequently Asked Questions (FAQ)

iEMBRACE

1. What is iEMBRACE program?

iEMBRACE is a patient assistance program, joint efforts by Pfizer Malaysia, Tokio Marine Life Insurance Malaysia Bhd. (TMLM) and MiCare Group to support HR+/HER2- metastatic breast cancer (mBC) patients who are TMLM Medical Card Customers. With this program, TMLM Medical Card Customers can better manage their finances and gain uninterrupted access to innovative medicines. They will be given support in terms of cost savings to enhance treatment continuity. For more information, please consult your treating oncologist or breast surgeon.

2. Who is eligible for the program?

HR+/HER2- mBC patients. TMLM Medical Card Customers to discuss with their treating oncologist or breast surgeon.

(Note: Subject to claim is coverable by TMLM)

3. If a patient has other types of Breast Cancer other than HR positive or HER2 negative metastatic Breast Cancer (mBC), will they be eligible to benefit from the iEMBRACE programme?

No. For more information please consult your treating oncologist or breast surgeon.

4. If a patient is not prescribed with product offered by iEMBRACE, can they still benefit from the iEMBRACE programme?

No. For more information please consult your treating oncologist or breast surgeon.

5. How long does it take to process enrollment application?

Please consult your treating oncologist for enrolment.



6. Where can I receive technical support or program related issue?

Technical support is available via email at MY-iEMBRACE@zuelligpharma.com or call our program consultant at + 603-2027 4627.

7. Who should I call for reimbursement / claim submission related issue?

Please call us at + 603-2603 3999 or MiCare at 1300889968.

8. Where can I search for more information on metastatic Breast Cancer?

Log in to www.thrive-malaysia.com (an educational website developed by Pfizer Malaysia to support you on your treatment journey).

9. What if I am not entitled to enroll into iEMBRACE?

Please speak to your treating doctor to find out more on about Pfizer patient assistance program for mBC patients.



Frequently Asked Questions (FAQ)

iCAN

1. What is iCAN program?

iCAN is a patient assistance program, joint efforts by Pfizer Malaysia, Tokio Marine Life Insurance Malaysia Berhad (TMLM) and MiCare Group to support (1) EGFR+ve and (2) ALK+ve of Non-Small Cell Lung Cancer (NSCLC) patients who are TMLM Medical Card Customers. With this program, TMLM Medical Card Customers can better manage their finances and gain uninterrupted access to innovative medicines. They will be given support in terms of cost savings to enhance treatment continuity. For more information, please consult your treating oncologist.

Scenario

Client owns a RM 30,000 outpatient cancer treatment benefit medical policy. One month supply of anti-cancer medication costs RM 10,000. In normal circumstances, the outpatient cancer treatment benefit is only sufficient to cover for 3 months anti-cancer medication supplies. For client enrolled to this program (subjected to type of medication offered by the program), part of the anti-cancer treatment is sponsored. Therefore, the policy limit can be utilized for a longer period of anti-cancer medication supply (which is more than 3 months in this case).

2. Who is eligible for the program?

EGFR+ve and ALK+ve of Non-Small Cell Lung Cancer (NSCLC) patients. TMLM Medical Card Customers to discuss with their treating oncologist.

(Note: Subject to claim is coverable by TMLM)

3. If a patient has other types of Lung Cancer other than EGFR+ve and ALK+ve Non-Small Cell Lung Cancer (NSCLC), will they be eligible to benefit from the iCAN programme?

No. For more information please consult your treating oncologist.

4. If a patient is not prescribed with product offered by iCAN, can they still benefit from the iCAN programme?

No. For more information please consult your treating oncologist.

5. How long does it take to process enrolment application?

Please consult your treating oncologist for enrolment

6. Where can I receive technical support or program related issue?

Technical support is available via email at MYiCAN@zuelligpharma.com or call our program consultant at 603-2027 4667.

7. Who should I call for reimbursement / claim submission related issue?

Please call us at + 603-2603 3999 or MiCare at 1300889968.

