Senseonics, makers of the implantable Eversense CGM System, announced in late March 2020 significant alteration to its business due to the dramatic effect of COVID-19 to its financial health.

To ensure continuity of care for existing customers, Senseonics reduced commercialization expenditures to focus resources solely on existing 90-day Eversense customers. This means that Eversense users with insurance coverage for the Eversense CGM System can move forward with contacting their distributor for your next sensor order. For Eversense users without insurance coverage, Senseonics has extended the Patient Access Program (Bridge*) to help cover out-of-pocket costs. You may qualify to receive your sensor for $99* (plus the cost of the insertion fee).

Sales and marketing to gain new Eversense 90-day users in the US will stop and no new patient or clinics will be initiated. Only current Eversense users will be able to obtain their next sensors and have them placed by a pre-existing certified provider. Senseonics will continue to support existing users in the US and outside of the US through their Customer Care Support Lines and will continue to monitor the usage of the system.

The company continues to work on new products in the meantime. The 180-day version of the sensor has completed its clinical study and will be submitting to the U.S. FDA for regulatory approval.

Below are answers to frequently asked questions during the current COVID-19 environment.

- **How do users order their next sensor?**
  - Senseonics distributor partners are open! Users can reach out to distributor directly. For contact information, click here.
  - If you do not remember the distributor you last worked with, you can look at your recent Eversense invoices or a recent EOB (Explanation of Benefits) from your insurance company. Also, be on the lookout for a text/email from Senseonics 30 to 45 days before your sensor is due for replacement. Or you can call Senseonics at 844-SENSE4U.

- **Are there any patient access assistance to current users?**
  - The popular Eversense Bridge Program has been extended to continue helping eligible existing patients with out-of-pocket costs for the Eversense product. This extension goes beyond your 2nd sensor.
  - Qualifications for the Patient Access Program*:
    - You have commercial insurance
    - You are not on Medicare, Medicaid or another federally-funded program
    - You do not live in Massachusetts
  - Please call your distributor to see if you qualify for the extended Patient Access Program.
  - The Eversense Bridge Program covers the cost of the sensor product only. The sensor insertion/removal procedure has a separate cost – please inquire with your HCP regarding fees associated with the procedure.
• **What if my inserting health care provider’s office is closed due to COVID-19 or no longer providing Eversense in their practice?**
  o There are Certified Eversense providers throughout the country who might be able to help you. If you require help locating an available provider, call 844-SENSE4U or email HCPservices@senseonics.com.
  o If you are due for a sensor replacement but would rather wait for your own HCP or are experiencing travel restrictions due to COVID-19, do not worry - the sensor can stay in your arm safely past the 90-day wear time. However, you will not receive any readings once you have reached the 90-day wear time period.

• **What about sensor insertion procedures – clinics and cost?**
  o The sensor insertion and removal procedures are required to be performed only by providers who are already certified on the procedure.
  o If your health care provider is certified, they can still perform the Eversense insertion and removal procedures. However, you may incur some (or all) of the procedure costs.
  o Depending on your insurance, coverage may be available for the procedures. Contact your insurance company to verify coverage for the procedure (insertion billing code is 0446T, reinsertion and removal billing code is 0448T)
  o If your sensor was inserted by a CES (Certified Eversense Specialist – dermatologist, surgeon, etc.) instead of your endocrinologist, and the procedure is not covered by your insurance, you may be responsible for the cost of the procedure. Reach out to your CES to ask about the following.
    ▪ Are they currently still performing procedures for Eversense insertions and removals?
    ▪ Do they offer a cash price or discount for the procedure when you are paying out-of-pocket?
    ▪ Are they willing to bill your insurance first, and if no coverage, bill you directly?

*If you have any billing questions, please contact your distributor or your Health Care Provider.*

If you have product questions or a troubleshooting need, call Eversense Customer Care 24/7 at 844-SENSE4U.