

Urea Cycle Disorder (UCD) Emergency Relief Fund



What is the application process?

Awards are granted on a first come, first served basis. Patients may be referred to the program by their health care provider, their case managers, or they may self-refer. The RareCareSM Patient Services Representative will guide the applicant through the application process during the initial phone call, at which time the representative will complete the Electronic Income Verification (EIV). If the tool identifies that the patient falls within the program's financial guidelines and the patient then agrees to NORD's Disclosure Agreement during a recorded telephone call, the application process will be concluded and the patient approved for assistance.

How long before a decision is made on an application for assistance?

The application decision process can take as few as 5 minutes over the telephone. Applications completed and submitted via email, fax or US mail will be processed within three (3) business days of receipt.

What happens if an applicant does not meet the criteria of the Electronic Income Verification?

The RareCareSM Patient Services Representative will offer to e-mail, fax, or mail the brief program application and disclosure forms to the patient. The applicant may then complete the application, sign the disclosure form, provide the appropriate financial documentation to verify financial need, and return them via fax, email, or USPS mail.

Is there a limit to a patient's financial award?

A decision to place a "cap" on funding or limit the scope of assistance to beneficiaries is at NORD's discretion and is determined based on the amount of donations made to the fund, as well as the anticipated volume of applicants expected to utilize the program, and their anticipated financial need.

How do I apply for assistance from NORD's Urea Cycle Disorder (UCD) Emergency Assistance Program?

Phone: 855-201-5139

Fax: 203-486-8023

e-mail: UCDassist@rarediseases.org

9am - 7pm (E.S.T.) Mon – Thurs and 9am - 6pm Fri

US MAIL to: NORD

Attention: UCD Program

55 Kenosia Avenue, Danbury, CT 06810

Is there a fee for applying for assistance?

No, NORD does not charge our applicants when applying for help.

Once a patient is accepted into the assistance program(s) how long are they eligible?

Awards are offered as payment support for a one-time emergency need. Beneficiaries may reapply within that same year if funding continues to be available.

How does the payment or reimbursement process work?

NORD will either utilize a debit card allowing authorized purchases or will reimburse the patient directly for their approved expenses.

All claims submitted for reimbursement must be provided within 30 days and include receipts or other evidence of payment, such as a credit card statement.

Reimbursements will be made within ten (10) business days of receipt by NORD.

NORD does not recommend or endorse any particular medical treatment but encourages patients to seek the advice of their clinicians. Donations to NORD for this and other programs may be made by contacting NORD at rarediseases.org.



Made possible by a charitable grant from Horizon Pharma. C-UNBR-00023