

Immediate access to insulin

Short term emergency solutions if you need insulin right away while you resolve problems with your insurance, apply for manufacturer assistance programs, etc.

- If you are in emergency need of insulin right now, always go to the emergency room.
- **Manufacturer hotlines/options**
 - **Lilly:** Call 1-833-808-1234, Monday–Friday 9 am-8 pm ET. Anyone who uses Lilly insulin (e.g., Humalog, Humulin, Basaglar) and needs help with immediate insulin assistance can call the Lilly Diabetes Solution Center. A live representative will have a confidential conversation and present solutions that are based on each person’s circumstances.
 - **Novo Nordisk:** People who are in emergency situations – at risk of rationing insulin and need insulin immediately to prevent serious danger – may be eligible for a free, one-time, immediate supply of up to three vials or two packs of pens of Novo Nordisk insulin. If you have a prescription for Novo Nordisk insulin (e.g., Novolog, Novolin, Levemir) and find yourself in this situation, you can call Novo Nordisk at 1-844-NOVO4ME (1-844-668-6463) or visit NovoCare.com for help. People who use this emergency resource will be directed to Novo Nordisk's other affordability options to find a longer-term solution.
 - **Sanofi:** Call 1-888-847-4877 to speak to a representative about financial challenges and how to get connected to the medicines and resources you need for Sanofi insulins (e.g., Lantus, Admelog, Toujeo).
- **Insulins available for purchase without a prescription:**
 - At Walmart, you can buy insulin for \$25 without a prescription (“over-the-counter”) and without insurance. It comes in a 10mL vial and is called Novolin ReliOn Insulin. It is offered in both regular human insulin (“R” – for use at mealtime) and NPH (“N” – a longer-acting basal insulin). You can also get Novolin at CVS Pharmacy for \$25 per 10 mL vial through the Reduced Rx program.
 - Note that NPH and regular work differently from analog insulins. Because of these differences, **be sure to discuss your decision with an experienced physician before transitioning to one of these insulins**. Improper usage of these insulins can result in an increased risk of severe hypoglycemia and DKA.
- **Visit a community health center** in your area that can help you access insulin at a reduced cost. They provide treatment regardless of insurance coverage and have a sliding scale payment option, which means your medical cost is related to your income. Go to findhelp.org to find a list of clinics in your area.
- **Call 1-800-DIABETES** to speak to an American Diabetes Association representative to learn about your options, available Monday–Friday 9 am to 7 pm ET. They can connect you with appropriate resources in your area and can answer questions in English, Spanish, or any language with a language interpreter service. (Please note that ADA representatives can only answer non-medical questions. If you are in need of emergency medical service, call 911.)

Contra Costa HICAP: 925.655.1393 or 800.434.0222 or 800.510.2020 (from land line only)
www.cchicap.org



LOCAL HELP FOR PEOPLE WITH MEDICARE

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