

March 28, 2024

Dear Members of the ICOC,

We at Occam Health were disappointed to learn that our application responses did not effectively articulate our very sincere passion and deep expertise for assisting patients from all walks of life who are facing difficult health challenges. We have been actively implementing patient access support services since 2012 across a substantial breadth of therapeutic areas and have developed a particular expertise in both Cell & Gene Therapy and Rare/Orphan Disease States.

As such, we were perplexed to read that our application submission was perceived as “*not well developed*” and “*contained limited innovation.*” In certain sections of feedback, our technological advantage was recognized by reviewers, which seems inconsistent. In our current marketplace and competitive set, we are known as leaders in technological innovation. We will accept that our responses did not make that clear enough for all readers. However, we would want it clarified that we always seek to effect a balance of our technology with human expertise to best support all patients we interact with.

Our responses pointed to several paths of patient outreach that could be deployed, specifically to include the more underserved populations. We offered websites (including links to CIRM’s site), but also offered a toll free “live” patient contact center where we have access to multiple languages, and typically staff with minimally 50% Spanish speaking staff members who would be well aligned to meet the needs of the largest ethnicity in the State of California, which at 39% is the Latino population. We also discussed leave-behind materials and the use of QR codes to assist patients who do not have access to digital communication. Once enrolled, we would further use our expertise to identify the best communication channel for each individual patient thereby meeting each respective patient on their own individual patient journey – just as we do today with other patient support programs.

We also noted in the review comments that the reviewers perceived we were conducting “credit checks.” For clarity, we did not ever state that we conduct credit checks, and our proprietary financial eligibility tool might have been misperceived as such. We did not intend to create such confusion.

We would like to kindly request and would sincerely appreciate the opportunity to resubmit our application responses for consideration. We **know** that our proven expertise in this space would be truly accretive to CIRM’s objectives. We know your patient population because we are already servicing very similar patients in the State of California, and across

the United States. As a sign of our commitment to delivering the absolute best support for CIRM, for the opportunity of re-consideration and to apologize that our initial response received was not as clear as we intended, we are prepared to effect the needs stated by CIRM in this project with a 20% discount on our stated fees. We are prepared to accept a substantial reduction in our typical operating margins because we are passionately interested in supporting CIRM; and specifically, these underserved patient populations in the State of California. Should you find our response compelling, we would be delighted for that opportunity to resubmit our application responses. Failing that, please consider re-reviewing our initial responses with a fresh view, and our offer of fees reduction would still stand.

Thank you for your consideration. We sincerely hope we hear from you.

Kindest regards,

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