

Xolremdi

United Arab Emirates · access guide

Xolremdi access in UAE: the EDE named-patient pathway

Last reviewed 2026-05-16 by Reserve Meds clinical and regulatory team.

Quick orientation

Xolremdi (mavoxifafor) is CXCR4 antagonist (oral) approved by the US FDA in April 2024 for WHIM syndrome (a rare combined primary immunodeficiency caused by gain-of-function mutations in CXCR4) in patients 12 years of age and older. The drug is manufactured by X4 Pharmaceuticals. UAE patients use the Emirates Drug Establishment named-patient pathway when the locally registered indication, the stocked presentation, or the available payer coverage does not match what the prescribing physician has written. Reserve Meds coordinates the US-side sourcing through a DSCSA-compliant specialty channel, builds the documentation packet your physician needs to file, and orchestrates the logistics into UAE with a single named coordinator carrying the case end-to-end.

Why UAE patients need Xolremdi through the named-patient pathway

UAE operates a developed pharmaceutical regulatory environment, and Xolremdi may be on the local register, may be in commercial review, or may be entirely absent depending on the stage of X4 Pharmaceuticals's regional rollout. Several patterns drive cross-border requests. First, indication lag: newer indications, particularly the April 2024 FDA approval timeline, often reach local registration 12 to 36 months later. Second, biomarker-defined eligibility: genetic confirmation of pathogenic CXCR4 gain-of-function mutation by sequencing (typically performed at a regional academic immunology centre or a clinical-grade reference laboratory such as Invitae or GeneDx) can be the diagnostic gate, and where the relevant testing infrastructure is still maturing locally, families coordinate the workup before or in parallel with sourcing. Third, payer coverage: Daman, Thiqa, GIG Gulf (formerly AXA Gulf), Sukoon (formerly Oman Insurance Company), ADNIC, and Orient each assess specialty therapies case by case, and step-therapy criteria can fail even where the drug is registered. Fourth, stocking gaps: the local agent may not carry every presentation or dose strength reliably, and named-patient import is the operational mechanism that bridges to the exact label the prescriber has written. In each pattern, the named-patient pathway is the legal mechanism that connects a UAE-licensed physician's clinical decision with US-sourced, FDA-labelled product for a specific identified patient.

The EDE named-patient pathway for Xolremdi

As of 29 December 2025, under Federal Decree-Law No. 38 of 2024, the Emirates Drug Establishment (EDE) assumed 44 core services from MOHAP including marketing authorisations and personal-use import permits. Filings now route through the EDE portal at ede.gov.ae. The framework permits hospitals and licensed pharmaceutical establishments to import a specific medicine for a specific patient when the medicine is approved by a recognised reference authority (typically the US FDA, EMA, MHRA, PMDA Japan, or Health Canada) and either a clinically equivalent locally registered alternative is not suitable, or the patient's clinical profile does not match the locally approved label.

A complete application for Xolremdi typically includes a clinical justification letter from the treating physician documenting the patient's diagnosis (WHIM syndrome (warts, hypogammaglobulinaemia, infections, and myelokathexis)), severity assessment, prior systemic therapy history, any relevant biomarker results (genetic confirmation of pathogenic CXCR4 gain-of-function mutation by sequencing (typically performed at a regional academic immunology centre or a clinical-grade reference laboratory such as Invitae or GeneDx)), and a clinical rationale for selecting Xolremdi over locally available alternatives. The UAE physician's licensure with MOHAP, DHA, DOH, or Sharjah Health Authority, depending on practice location is verified through the application. The packet also specifies the dispensing facility name and license number, the pharmacy in charge of the facility, full product details (brand name, generic name, manufacturer, strength, dosage form, pack size, quantity, intended treatment duration), and a chain-of-custody plan describing how the medicine will move from the US manufacturer through the importer to the dispensing pharmacy.

For Xolremdi specifically, the clinical justification typically frames the case around WHIM syndrome is rare (an estimated 1 in 1 million prevalence); genetic confirmation of the CXCR4 mutation is the diagnostic gate, and many regional immunologists need to coordinate with an international reference laboratory for the sequencing report. Approval timelines are typically 5 to 15 business days for routine cases, 4 to 6 weeks for complex first-of-kind requests. The EDE retains discretion on timing, and we do not promise specific durations.

Where Xolremdi gets dispensed in UAE

A focused group of UAE institutions handle named-patient specialty-medicine imports as established workflow, with in-house import pharmacy capabilities and physicians experienced with the application set. For Xolremdi specifically, the dispensing facility must accommodate the administration profile: outpatient immunology or haematology; oral once-daily self-administered at home with quarterly clinic visits for CBC, comprehensive metabolic panel, and ECG surveillance. Tertiary centres that meet this profile include Cleveland Clinic Abu Dhabi on Al Maryah Island (an M42 group hospital), Sheikh Khalifa Medical City in Abu Dhabi (a SEHA-network 586-bed JCI-accredited hospital), Tawam Hospital in Al Ain (a SEHA-network referral center), Burjeel Medical City Abu Dhabi, American Hospital Dubai (a Mayo Clinic Care Network member), King's College Hospital London Dubai, Mediclinic City Hospital in Dubai Healthcare City, and the larger NMC Healthcare sites across the emirates.

For physicians at smaller hospitals without internal import infrastructure, the common pattern is to route through a licensed pharmaceutical establishment that holds the import licence and files the EDE application on the prescribing physician's behalf. The medicine then moves under chain-of-custody documentation into the prescribing hospital's outpatient pharmacy for administration.

Real cost picture for Xolremdi in UAE

US WAC for Xolremdi is approximately USD 41,500 per month of therapy, which translates to an annual WAC in the range of approximately USD 500,000 per year for the standard regimen at the labelled dose. The UAE dirham is pegged to the US dollar at approximately 3.67 AED to 1 USD. On that basis, the drug cost alone is materially significant before logistics, the EDE permit fees (which are nominal relative to drug cost), the destination dispensing hospital's administration fees, and Reserve Meds' concierge fee (which is itemised separately on every firm quote).

International cold-chain or ambient logistics into UAE typically runs in the low to mid four-figure USD range depending on origin, urgency, and packaging requirements. On the insurance side, Daman, Thiqa, GIG Gulf (formerly AXA Gulf), Sukoon (formerly Oman Insurance Company), ADNIC, and Orient each assess named-patient imports case by case. Some reimburse fully when the medicine is on their formulary even if not stocked, some reimburse a percentage subject to copay, and many require pre-authorisation with documented step-therapy failure. We do not promise coverage from any payer. US manufacturer patient assistance programmes do not extend internationally; cross-border patients pay cash or rely on local payer coverage where available.

Clinical evidence and where Xolremdi sits in the treatment landscape

4WHIM (NCT03995108) phase 3 placebo-controlled trial demonstrated significant increases in absolute neutrophil count and absolute lymphocyte count time above threshold, and a 60 percent reduction in annualised infection rate. The drug acts as CXCR4 antagonist (oral), and the dosing schedule is 400 mg orally once daily on an empty stomach (weight-banded titration for adolescents 12-17 years).

Within the treatment landscape, Xolremdi sits alongside G-CSF (filgrastim or pegfilgrastim) for neutropenia management without disease modification, IVIG for hypogammaglobulinaemia, and prophylactic antibiotics; mavorixafor is the only disease-modifying approved therapy for WHIM. The choice between targeted therapies in this space depends on the patient's full clinical profile, prior therapy exposure, biomarker status, comorbidities, and the prescriber's judgment. Reserve Meds coordinates whichever therapy the physician has selected; we do not steer prescribing.

Safety surveillance for Xolremdi centres on thrombocytopenia (monitor platelets), dizziness, fatigue, rash, headache, nausea; QT-interval monitoring is recommended at baseline and periodically. The dispensing facility and the prescribing physician retain clinical responsibility for monitoring and adverse-event management; Reserve Meds does not provide medical care.

Typical timeline for Xolremdi in UAE

EDE routine processing is typically 5 to 15 business days for routine cases, 4 to 6 weeks for complex first-of-kind requests from a complete filing. End-to-end, most cases complete within 4 to 8 weeks from first complete documentation, with first-of-kind cases and complex biomarker-dependent workups potentially extending further. Where the administration setting is outpatient immunology or haematology, hospital scheduling and infusion-chair availability are additional sequencing factors that families plan around. We do not promise specific durations; the EDE retains discretion on timing, and shipping windows depend on lane and packaging.

What your UAE physician needs to provide

For a UAE-licensed specialist prescribing Xolremdi through the EDE pathway, the clinical justification letter is the cornerstone of the application. The letter typically documents the patient's diagnosis (WHIM syndrome (warts, hypogammaglobulinaemia, infections, and myelokathexis)), the relevant biomarker work (genetic confirmation of pathogenic CXCR4 gain-of-function mutation by sequencing (typically performed at a regional academic immunology centre or a clinical-grade reference laboratory such as Invitae or GeneDx)), prior systemic therapy history, the FDA-approved indication being invoked, and the clinical rationale for Xolremdi as the appropriate next step.

The letter also specifies the exact dosing plan per the FDA-approved label: 400 mg orally once daily on an empty stomach (weight-banded titration for adolescents 12-17 years). The monitoring plan references thrombocytopenia (monitor platelets), dizziness, fatigue, rash, headache, nausea; QT-interval monitoring is recommended at baseline and periodically. The treating physician's licence number with MOHAP, DHA, DOH, or Sharjah Health Authority, depending on practice location, the dispensing facility license number, and the pharmacy in charge of dispensing complete the package. Where biomarker testing requires reference-lab coordination, the physician documents the assay used and the report; Reserve Meds can route this through a US-side reference laboratory where the regional pathway is unavailable.

Common questions about Xolremdi in UAE

Will Daman or other major UAE insurers cover Xolremdi? Each insurer assesses named-patient imports case by case. Some reimburse fully when Xolremdi is on their formulary even if not currently stocked; others assess based on step-therapy criteria and biomarker documentation. We supply the documentation set that allows your insurer to assess the case; the claim itself sits with you, your physician, or your hospital. We do not promise coverage from any payer.

Is Xolremdi registered locally in UAE? Local registration status changes as X4 Pharmaceuticals pursues regional rollout; even where the drug is registered, the specific indication, presentation, or dosing strength your prescriber has written may not align with what is currently stocked. The EDE named-patient pathway exists precisely to bridge these gaps for individually identified patients.

What about competitor therapies? The treatment landscape includes G-CSF (filgrastim or pegfilgrastim) for neutropenia management without disease modification, IVIG for hypogammaglobulinaemia, and prophylactic antibiotics; mavorixafor is the only disease-modifying approved therapy for WHIM. The choice depends on the patient's full clinical profile and prescriber judgment. Reserve Meds coordinates whichever medicine the physician has prescribed; we do not steer prescribing decisions and we do not have a financial relationship with any specific manufacturer.

How is the cold chain or storage managed? Xolremdi ships in validated thermal packaging with continuous temperature logging through the lane. The cold-chain handoff or temperature-controlled handoff ends at the dispensing pharmacy; home storage instructions, where the patient takes the medicine home for self-administration, are part of the patient onboarding kit.

Do US manufacturer patient assistance programmes (such as X4 Pharmaceuticals co-pay or PAP programmes) extend to UAE patients? No. US-resident patient assistance programmes are limited to US-resident patients with US prescription coverage by programme design. Cross-border patients pay cash for the drug and the coordination fee, with local payer reimbursement assessed separately.

Can the case be resupplied year over year if the patient responds? Yes. Reserve Meds maintains the case file and re-files EDE permits at the relevant intervals (or coordinates with the dispensing hospital's pharmacy if they hold the permit). Patients on long-term therapy typically settle into a quarterly or biannual resupply cadence after the first cycle.

What is the administration setting? Outpatient immunology or haematology; oral once-daily self-administered at home with quarterly clinic visits for cbc, comprehensive metabolic panel, and ecg surveillance.

My physician is at a smaller hospital without an internal import pharmacy. Can the case still proceed? Yes. The common pattern is to route through a Dubai, Riyadh, Mumbai, Cairo, Karachi, or other regional licensed pharmaceutical establishment that holds the import licence and files the EDE application on the prescribing physician's behalf. The medicine moves into the prescribing hospital's outpatient pharmacy under chain-of-custody documentation.

Where Reserve Meds fits in Xolremdi cases

Reserve Meds is a US-based concierge coordinator. We do not replace your UAE specialist, we do not replace the EDE, and we do not replace your dispensing pharmacy. For Xolremdi specifically, we orchestrate the US-side sourcing through a DSCSA-compliant specialty channel, build the documentation packet your physician submits, coordinate logistics into UAE, and assign a single named coordinator through the case. The pharmacist-of-record review, prescription validation, biomarker confirmation, and physician sign-off are the recurring operational fundamentals for this drug.

Reserve Meds's role

US-based concierge coordinator for cross-border specialty medicine. We are not the prescriber, not the dispensing pharmacy, and not the manufacturer. All clinical decisions remain with your treating physician.

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reserved for you.

Composite case examples. This document is for general information only and does not constitute medical advice. Please consult your treating physician.

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reservemeds.com · hello@reservemeds.com