

PROVIDER & PHARMACY GUIDE



DISEASE FUND WAIT LIST: HOW TO SIGN UP



Introduction

The Disease Fund Wait List is a list of patients waiting to apply for assistance from a closed co-pay, travel or premium disease fund at the PAN Foundation. Patients may add themselves to the wait list or be added by their healthcare provider, pharmacy or caregiver. The wait list enhances our ability to serve patients on a first-come, first-served basis by giving those on the wait list the first opportunities to apply for assistance when a fund opens.

When a disease fund is closed, signing a patient up for the wait list is easy. You can:

1. Add your patients via the portal in three different ways, or
2. Call us at 1-866-316-7263 Monday through Friday, 9 a.m. to 7 p.m. ET.

Contents

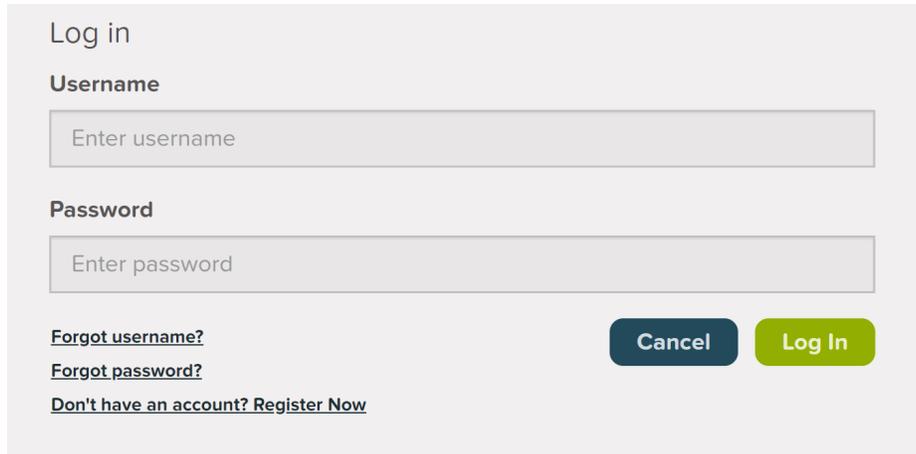
Option 1: Signing Up Through the Disease Funds and Medications Tab	3
Option 2: Signing Up Through the Disease Fund Wait List Tab	7
Option 3: Signing Up Through the “Enroll New Patient” Tab	12

Contact

If you have any questions about signing your patients up for a disease fund wait list on PAN’s provider and pharmacy portals, please reach out to Ayesha Azam, Vice President of Medical Affairs, at aazam@panfoundation.org.

Option 1: Signing Up Through the Disease Funds and Medications Tab

1. To begin, log in to the [provider portal](#) or [pharmacy portal](#).



Log in

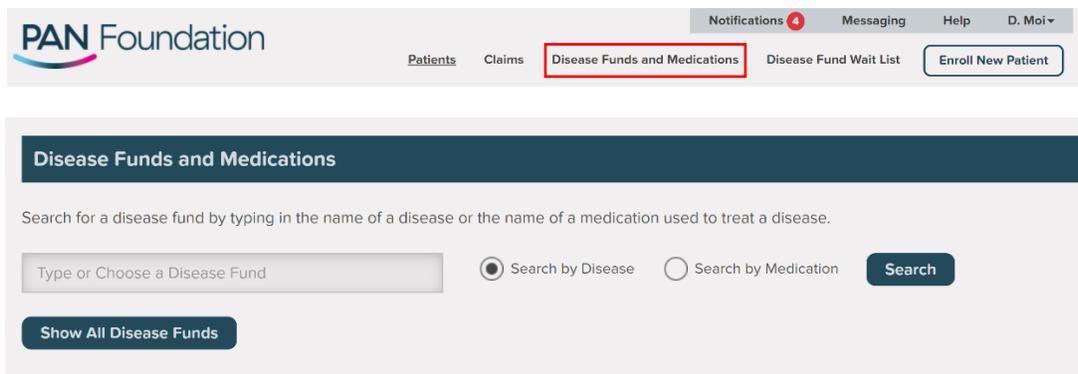
Username

Password

[Forgot username?](#) [Forgot password?](#) [Don't have an account? Register Now](#)

Cancel **Log In**

2. To quickly find the status of a disease fund, you can search by disease or medication in the “Disease Funds and Medications” tab.



PAN Foundation

Notifications 4 Messaging Help D. Moi

Patients Claims **Disease Funds and Medications** Disease Fund Wait List Enroll New Patient

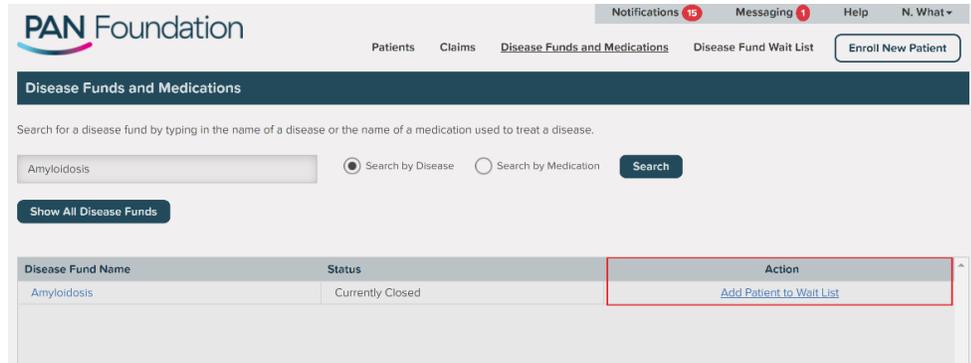
Disease Funds and Medications

Search for a disease fund by typing in the name of a disease or the name of a medication used to treat a disease.

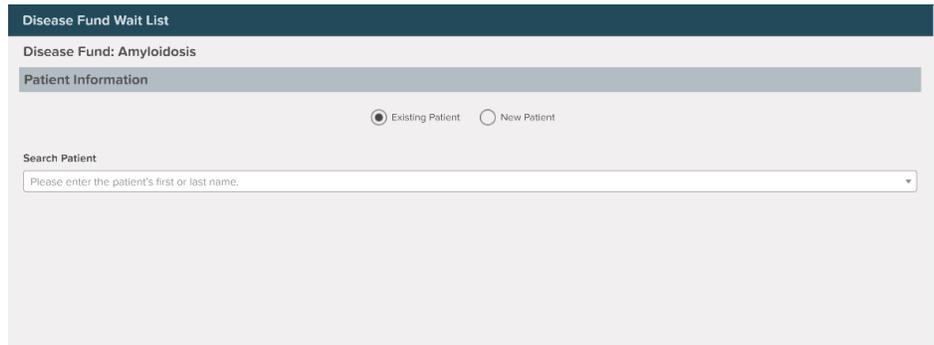
 Search by Disease Search by Medication **Search**

Show All Disease Funds

3. Click on the “Disease Funds and Medications” tab, and search by the disease or medication. For example, if your patient needs help for amyloidosis and our fund is closed, you can add your patient to the wait list by clicking the “Add Patient to Wait List” link (see below in red).



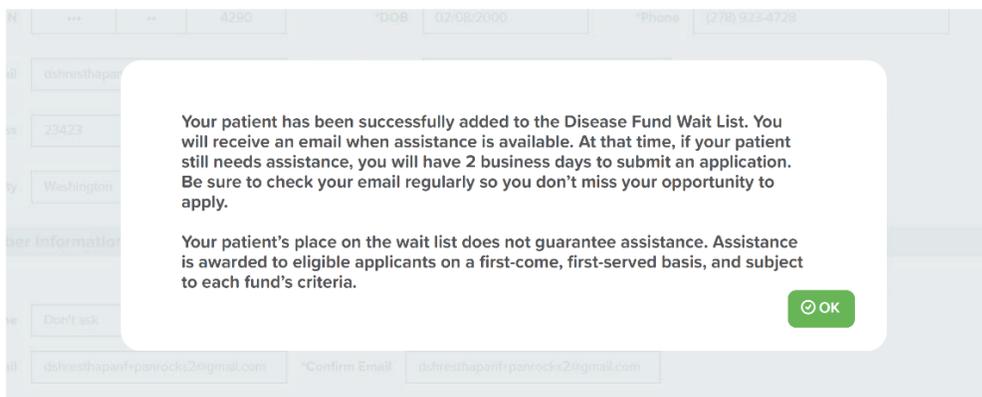
4. Click on the “Add Patient to Wait List” link. There, you can choose to add either an existing or a new patient. To locate an existing patient in your portal account, use the below search query. You can search for the patient within the system.



5. Once you've selected a patient, you will receive a confirmation message on the portal that you have successfully added a patient to the wait list. You will also receive a confirmation email.

Note: These emails may get filtered to your junk folder. If you do not receive the confirmation email, be sure to check your junk folder and move it to your inbox so you do not miss the notification when the fund opens!

Portal confirmation message:



Email confirmation message:

Dear Patricia Smith,

Your patient, Carole Andrews, has been successfully added to the Patient Access Network (PAN) Foundation's Disease Fund Wait List.

You will receive an email at this address when assistance is available. At that time, if your patient still needs assistance, you will have 2 business days to submit an application. Be sure to check your email account regularly so you don't miss your opportunity to apply.

Please note: Your patient's place on the wait list does not guarantee assistance. Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund's criteria.

If you have questions, please call us at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

Thank you,

The PAN Foundation

Don't have a portal account? Sign up for the [Provider Portal](#) today to manage your patients on the wait list!

Note: The information in this message may not be shared with anyone aside from the patient and their representing healthcare provider, pharmacist or caregiver who is acting only on behalf of the patient.

- 6. If that is the only patient you need to add to the wait list, then you have completed the process.

If you would like to add a new patient, you will complete steps 1-4 and then select “New Patient” instead of “Existing Patient” to add a new patient to the wait list.

Disease Fund Wait List
Disease Fund: Amyloidosis

Patient Information

Existing Patient New Patient

*First Name: The Middle Name: PAN *Last Name: Foundation

*SSN: 6789 *DOB: 03/20/2020 *Phone: (800) 394-0161

Email: info@panfoundation.org Confirm Email: info@panfoundation.org

*Address: 805 15th St NW Apt./Suite: 500

*City: Washington *State: District of Columbia *ZIP: 20005

After submitting their information, you will receive a portal confirmation message and an email confirmation that you have successfully added a patient to the wait list. Please refer back to step 5 for those confirmation messages.

You can add several contacts if you would like other members of your patient’s healthcare team to be notified when the disease fund opens for applications. Click the “Add a provider” or “Add a pharmacist” button to add multiple email addresses to receive notifications when the disease fund wait list opens (see red box below).

Provider Information

*First Name: Patricia *Last Name: Smith

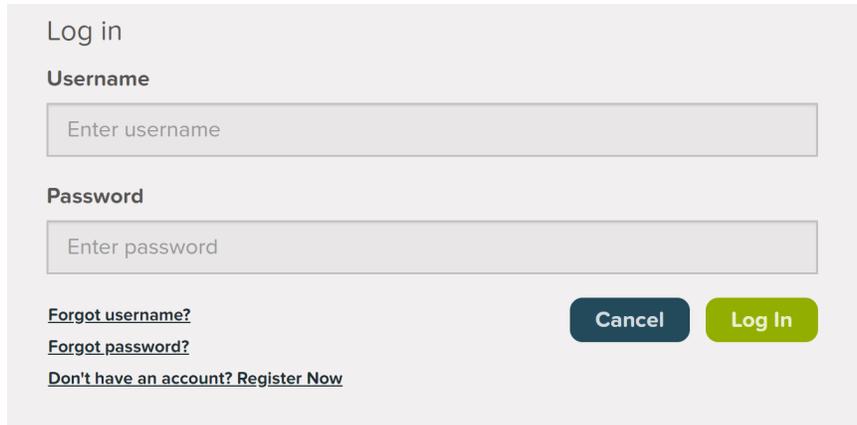
*Email: info@panfoundation.org *Confirm Email: info@panfoundation.org

Submit Cancel

+ Add a provider

Option 2: Signing Up Through the Disease Fund Wait List Tab

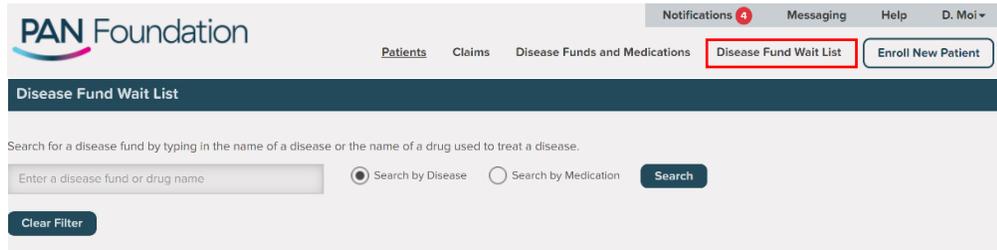
1. To begin, log in to the [provider portal](#) or [pharmacy portal](#).



The screenshot shows a login form with the following elements:

- Log in** header
- Username** label above a text input field containing the placeholder "Enter username".
- Password** label above a text input field containing the placeholder "Enter password".
- Links for [Forgot username?](#), [Forgot password?](#), and [Don't have an account? Register Now](#).
- Buttons for **Cancel** and **Log In**.

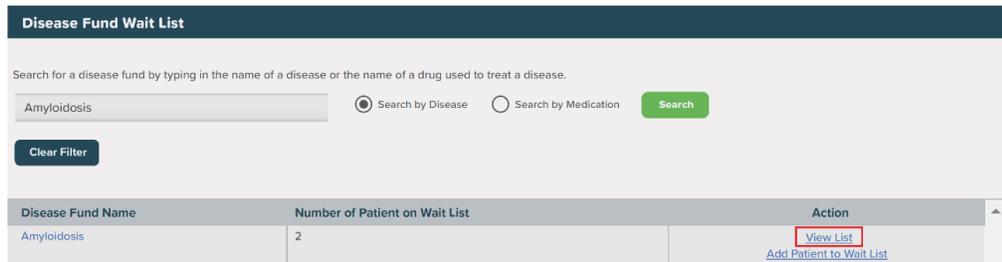
2. If you already know that a disease fund is closed and you would like to quickly sign a patient up for the wait list, you can do so using the “Disease Fund Wait List” tab.



The screenshot shows the PAN Foundation website interface with the following elements:

- Header with the PAN Foundation logo and navigation links: [Patients](#), [Claims](#), [Disease Funds and Medications](#), [Disease Fund Wait List](#) (highlighted with a red box), and [Enroll New Patient](#).
- Sub-header: **Disease Fund Wait List**
- Search instructions: "Search for a disease fund by typing in the name of a disease or the name of a drug used to treat a disease."
- Search input field: "Enter a disease fund or drug name".
- Search options: Search by Disease and Search by Medication.
- Buttons: **Search** and **Clear Filter**.

- Here, you can search by disease or medication just like in the “Disease Funds and Medications” tab. For example, if your patient needs a grant for amyloidosis treatment and our fund is closed, search for amyloidosis to add a new patient to the wait list. This is also a quick reference point for how many patients associated with your practice have been signed up for the wait list.



Disease Fund Name	Number of Patient on Wait List	Action
Amyloidosis	2	View List Add Patient to Wait List

- If you click “View List” under the “Action” tab, you can see which other patients you or another provider or pharmacist at your practice have signed up for the amyloidosis wait list. In this example, two previous patients in our theoretical practice have been added to the wait list for amyloidosis. This could be a helpful reference point for you and your team if you ever need to check if your patient is the wait list.



Patient First Name	Patient Middle Name	Patient Last Name	Date of Birth	Member ID	Wait List ID
Joe	Andrew	Smith	09/09/95		BM1001003706
The	PAN	Foundation	03/20/20		BM1001002300

5. If you decide you would like to add a patient to the wait list, go back to the search query and click on “Add Patient to Wait List” (see red box below).

The screenshot shows the 'Disease Fund Wait List' interface. At the top, there is a search bar containing 'Amyloidosis' and two radio buttons: 'Search by Disease' (selected) and 'Search by Medication'. A 'Search' button is to the right. Below the search bar is a 'Clear Filter' button. The main content is a table with three columns: 'Disease Fund Name', 'Count of Patient on Wait List', and 'Action'. The table has one row for 'Amyloidosis' with a count of '1'. In the 'Action' column, there are two links: 'View List' and 'Add Patient to Wait List'. The 'Add Patient to Wait List' link is highlighted with a red rectangular box.

Disease Fund Name	Count of Patient on Wait List	Action
Amyloidosis	1	View List Add Patient to Wait List

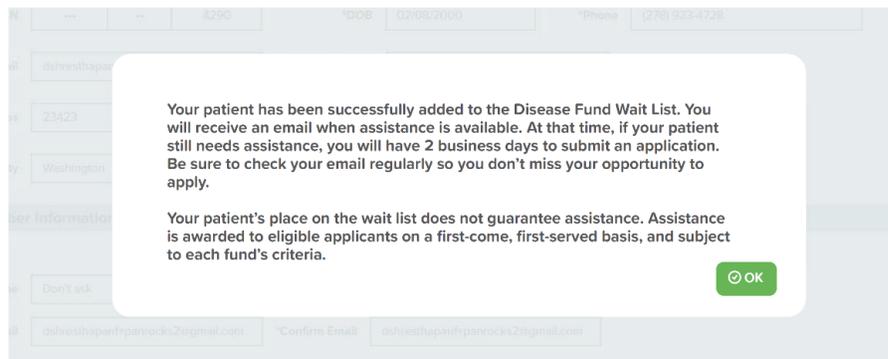
6. You can choose to add either an existing or a new patient. To locate an existing patient in your portal account, use the below search query.

The screenshot shows the 'Disease Fund Wait List' patient search form. At the top, it says 'Disease Fund: Amyloidosis'. Below that is a 'Patient Information' section with two radio buttons: 'Existing Patient' (selected) and 'New Patient'. Underneath is a 'Search Patient' section with a text input field containing the placeholder text 'Please enter the patient's first or last name.' and a dropdown arrow on the right.

7. Once submitted, you will receive a confirmation message on the portal that you have successfully added the patient to the wait list. You will also receive a confirmation email.

Note: These emails may get filtered to your junk folder. If you do not receive the confirmation email, be sure to check your junk and move it to your inbox so you do not miss the notification when the fund opens!

Portal confirmation message:



Email confirmation message:

Dear Patricia Smith,

Your patient, Carole Andrews, has been successfully added to the Patient Access Network (PAN) Foundation's Disease Fund Wait List.

You will receive an email at this address when assistance is available. At that time, if your patient still needs assistance, you will have 2 business days to submit an application. Be sure to check your email account regularly so you don't miss your opportunity to apply.

Please note: Your patient's place on the wait list does not guarantee assistance. Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund's criteria.

If you have questions, please call us at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

Thank you,

The PAN Foundation

Don't have a portal account? Sign up for the [Provider Portal](#) today to manage your patients on the wait list!

Note: The information in this message may not be shared with anyone aside from the patient and their representing healthcare provider, pharmacist or caregiver who is acting only on behalf of the patient.

8. If that is the only patient you would like to add to a wait list, then you have completed the process. If you would like to add a new patient, you will complete steps 1-6 and then select “New Patient” instead of “Existing Patient” to add a new patient to the wait list.

Disease Fund Wait List
Disease Fund: Amyloidosis

Patient Information

Existing Patient New Patient

*First Name: The Middle Name: PAN *Last Name: Foundation

*SSN: ... ** 6789 *DOB: 03/20/2020 *Phone: (800) 394-0161

Email: info@panfoundation.org Confirm Email: info@panfoundation.org

*Address: 805 15th St NW Apt./Suite: 500

*City: Washington *State: District of Columbia *ZIP: 20005

It is important to note that you can add several contacts if you would like other members of your patient’s healthcare team to be notified when the disease fund opens for applications. Click the “Add a provider” or “Add a pharmacist” button to add multiple email addresses to receive notifications when the disease fund wait list opens (see red box below).

Provider Information

*First Name: Patricia *Last Name: Smith

*Email: info@panfoundation.org *Confirm Email: info@panfoundation.org

[+ Add a provider](#)

After submitting their information, you will receive a portal confirmation message and an email confirmation that you have successfully added a patient to the wait list. Please refer back to step 7 for those confirmation messages.

Option 3: Signing Up Through the “Enroll New Patient” Tab

1. To begin, log in to the [provider portal](#) or [pharmacy portal](#).

Log in

Username

Password

[Forgot username?](#) [Forgot password?](#) [Don't have an account? Register Now](#)

Cancel **Log In**

2. The third way to sign a patient up for a wait list is through the “Enroll New Patient” tab. This tab takes you to an eligibility pre-screen to make sure the patient is eligible for the fund. To begin, you can search by disease or medication name to find a disease fund.

PAN Foundation

Notifications 15 Messaging 1 Help N. What -

Patients Claims Disease Funds and Medications Disease Fund Wait List **Enroll New Patient**

Patient Enrollment

Eligibility Pre-screen

Search for a disease fund by typing in the name of a disease or the name of a medication used to treat a disease.

Search by disease Search by medication **Search**

Select Disease Fund

Amyloidosis

3. Find the disease fund for your patient, then select “Save and Next”.

Amyloidosis Search by disease Search by medication **Search**

Select Disease Fund

- Amyloidosis

Save and Next

4. Select the medications your patient is prescribed, then select “Save and Next.”

Filter Medication **Filter** **Clear Filter**

Select medication(s)

- + Aciphex Sprinkle (rabeprazole sodium)
- + Actemra (tocilizumab)
- + Actemra Actpen (tocilizumab)
- + Active Injection Kit D (dexamethasone sodium phosphate/pf)
- + Akynzeo (fosnetupitant chloride hcl/palonosetron hcl)
- + Akynzeo (netupitant/palonosetron hcl)
- + Alferon N (interferon alfa-n3)
- + Alkeran (melphalan hcl)
- + Alkeran (melphalan)

Selected medication(s)

- Aciphex (rabeprazole sodium)

Previous **Save and Next**

- If the disease fund is closed, you will have an option to sign your patient up for the wait list.

Enroll Patient - Ineligible Notice

Thank you for your interest in the Amyloidosis fund. The fund is currently unavailable.

Disease Fund Wait List

Would you like to receive notifications when the fund re-opens? Yes No

Assistance Programs

Program Name	Website Address	Phone	Print
Leukemia AND Lymphoma Society	https://www.lls.org/support/financial-support/co-pay-assistance-program	877-557-2672	
The Assistance Fund	https://tafcares.org/patients/covered-diseases/	855-845-3663	

If you are interested in finding other sources of assistance, visit [Needymeds.org](https://www.needymeds.org) and enter your medication name on the left-hand side of the screen.

- To sign up for the wait list, make sure to select “Yes” for the question, “Would you like to receive notifications when the fund re-opens?” under “Disease Fund Wait List.”

Would you like to receive notifications when the fund re-opens? Yes No

7. If you decide to add your patient to the wait list, you will be prompted to enter information about your patient.

Disease Fund Wait List

Would you like to receive notifications when the fund re-opens? Yes No

Patient Information

*First Name Middle Name *Last Name

*SSN *DOB *Phone

Email Confirm Email

*Address Apt./Suite

*City *State *ZIP

It is important to note that you can add several contacts if you would like other members of your patient’s healthcare team to be notified when the disease fund opens for applications. Click the “Add a provider” or “Add a pharmacist” button to add multiple email addresses to receive notifications when the disease fund wait list opens (see red box below).

Provider Information

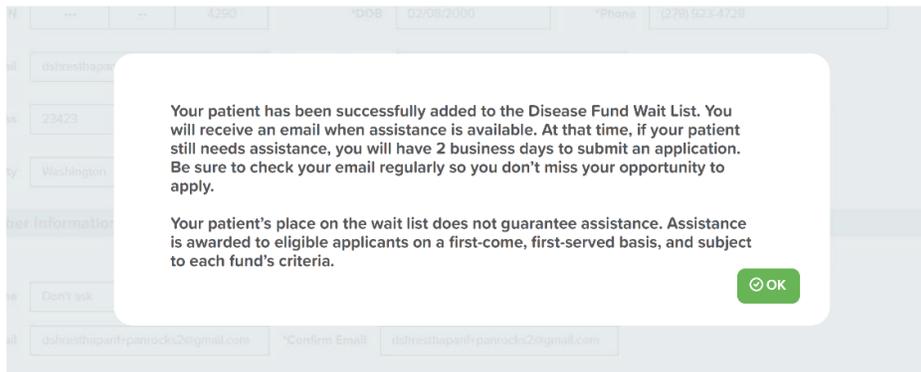
*First Name *Last Name

*Email *Confirm Email

8. Once submitted, you will receive a confirmation message on the portal that you have successfully added a patient to the wait list. You will also receive a confirmation email that you have added a patient to the wait list. You have completed the process!

Note: These emails may get filtered to your junk folder. If you do not receive the confirmation email, be sure to check your junk and move it to your inbox so you do not miss the notification when the fund opens!

Portal confirmation message:



Email confirmation message:

Dear Patricia Smith,

Your patient, Carole Andrews, has been successfully added to the Patient Access Network (PAN) Foundation's Disease Fund Wait List.

You will receive an email at this address when assistance is available. At that time, if your patient still needs assistance, you will have 2 business days to submit an application. Be sure to check your email account regularly so you don't miss your opportunity to apply.

Please note: Your patient's place on the wait list does not guarantee assistance. Assistance is awarded to eligible applicants on a first-come, first-served basis, and subject to each fund's criteria.

If you have questions, please call us at 1-866-316-7263, Monday through Friday, 9 a.m. to 7 p.m. ET.

Thank you,

The PAN Foundation

Don't have a portal account? Sign up for the [Provider Portal](#) today to manage your patients on the wait list!

Note: The information in this message may not be shared with anyone aside from the patient and their representing healthcare provider, pharmacist or caregiver who is acting only on behalf of the patient.