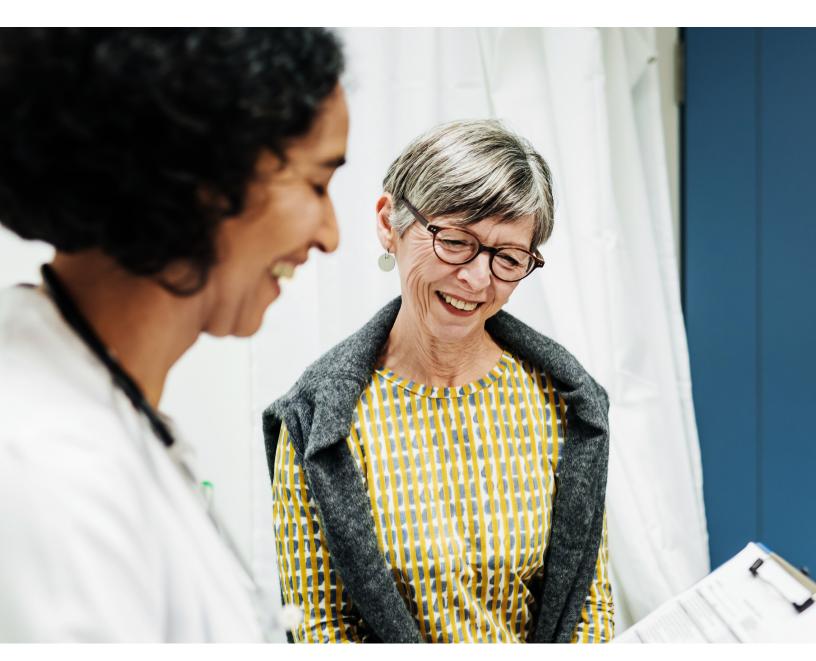# PROVIDER & PHARMACY FREQUENTLY ASKED QUESTIONS

PAN Foundation

Disease Fund Wait List Provider and Pharmacy FAQs

Understanding the Disease Fund Wait List

Adding your patients

Applying for assistance

Considering other foundations

Understanding the Disease Fund Wait List

1. What is the Disease Fund Wait List?

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. All patients or the individual acting on their behalf must provide a valid email address in order to sign up for the wait list.

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 funding becomes available for a specific disease fund, individuals on the Disease Fund Wait List will be notified by email that the fund is open for applications—this is the period that a fund is considered to be in wait list status. The individuals on the wait list have the opportunity to apply before the general public during the wait list status.

2. How does the Disease Fund Wait List work?

Each disease fund that is closed has a wait list. Patients may add themselves to the wait list or be added by their healthcare provider, pharmacy or caregiver. There is no limit to the number of people who can be on the wait list at any given time. Each patient on the wait list will be assigned a number corresponding to the order in which they were added to the list. Your patient's number on the wait list will not be publicly available through the portals or by calling us by phone.

The entire process from the time the fund opens for application to notification of a successful grant takes four business days. Here's a look at the overall timeline:

Business day 1:

- When we have secured funding for a closed disease fund, we will open that disease fund in *wait-list status*, and those on the wait list will get an email inviting them to apply for assistance with a unique URL and Wait list ID. Applications can be submitted via the portal or by calling PAN.

- The application period is open for two business days. At the end of the two-business day period, we will no longer accept applications from the wait list.

Business day 2:

- At the end of the two-business day period, we will no longer accept applications from the wait list.

Business day 3:
- The application period is now closed.

Business day 4:
- Within four business days, the patient, caregiver, provider or pharmacist will be notified by email whether a grant will be awarded.

- If your patient is awarded a grant, they can begin to use their grant immediately.

- If your patient is not awarded a grant due to insufficient funds, they will stay on the wait list, but move closer to the top. They will not lose their place on the wait list. They will be notified the next time the disease fund opens in wait-list status and will need to submit an application again.

3. Do all closed funds have a wait list?

Yes, all closed funds have a wait list.

Open funds do not have a wait list. You can continue the enrollment process as normal for open funds.

4. What happens if a disease fund runs out of funding before all eligible wait-listed patients can enroll?

If funding runs out before all eligible wait-listed patients get assistance, the remaining patients will stay on the wait list, but move closer to the top. They will be notified the next time the disease fund opens in wait-list status and will have to submit an application again.

Adding your patients

5. How can I add a patient to the wait list?

Patients, caregivers, providers and pharmacists can add a patient's name to the wait list through our portals, by visiting the specific disease fund page on the PAN website or by calling us at 1-866-316-7263.

Please note that the email address used when signing up for the wait list will also be used to provide updates on the fund's status. We encourage you to ensure that the email address used is checked often.

For the quickest way to add your patients to the wait list, utilize our portals. Reference our step-by-step instructions on how to sign your patient up for the wait list on the provider or pharmacy portals.

6. What information do I need to sign up my patient for the wait list?

Please have the following information ready to complete your application:

- Diagnosis
- Patient demographics: First and last name, date of birth, Social Security Number, home address, phone number, and valid patient or provider email address
- Provider or pharmacist contact information: First and last name, email address. You may also add the contact information of another individual from your practice.

7. If my patient doesn't have an email address, can I still sign them up for the wait list?

Only individuals with valid email addresses can sign up for the wait list. If a patient does not have an email address, you can provide your email address on the patient's behalf to be notified when the disease fund is accepting applications from the wait list. You can also add additional individuals from your practice to be notified.

8. Should I add all my patients who need assistance to the wait list?

If your patients need assistance from a closed disease fund, we encourage you to sign them up for the wait list. You must sign each patient up for the wait list individually.

When a PAN disease fund is closed, the PAN website will always have up-to-date referrals if there is an open program at another foundation. We also encourage you to sign up and follow funds on FundFinder for instant alerts when a disease fund opens at any of the charitable patient assistance foundations.

If your patient no longer needs help, contact us by phone at 1-866-316-7263 to remove their name from the wait list or send us a secure message on your portal.

9. How do I confirm that my patient is on the wait list?

If you applied on behalf of your patient, you will receive an email confirmation that they have been added to the wait list.

You can also log in to the provider or pharmacy portal to confirm your patient's placement on the waitlist. Simply select "Disease Fund Wait List," and scroll to the specific disease fund to select "See list." The portal will display all associated patients that have been enrolled on a wait list by their healthcare provider or pharmacy.

10. How do I remove my patient from the wait list?

If your patient no longer needs help, contact us by phone at 1-866-316-7263 to remove their name from the wait list or send us a secure message on your portal

If your patient has received assistance from another foundation but may need help in the future, you are welcome to keep them on the wait list.

Keep in mind that your patient will be automatically removed from the wait list the next time the fund opens in wait list status if they do not apply.

Applying for assistance

11. How can I apply for patient assistance from a wait list?

When a closed disease fund moves into wait-list status, patients on the wait list will receive an email inviting them to apply. You will receive the invite to apply if you provided your email address on behalf of your patient when adding them to the wait list. Once the email goes out, people on the list will have two business days to apply for assistance.

The email will include a unique URL and wait list ID which will be required to apply for assistance from the wait list.

There are two ways to submit an application on behalf of your patient:

- Provider or pharmacy portal:
  When you click the unique URL in the invitation email, you will be directed to the provider or pharmacy portal and can continue the application process as normal on behalf of your patient. The portals are available 24/7.

- Phone: 1-866-316-7263
  Your email also includes a wait list ID for your patient. When you call us to apply, please have that wait list ID at the ready for the representative and they will be able to assist you through the application process.

Once we receive all applications at the end of the two business days, you will be notified by email within another two business days whether a grant can be awarded.

12. What happens after I submit an application on behalf of a patient on the wait list?

Within four business days you will receive an email notifying you whether or not the grant will be awarded.

- If your patient is awarded a grant, they can begin to use their grant immediately.

- If your patient is not awarded a grant due to insufficient funds, they will stay on the wait list, but move closer to the top. You will be notified by email the next time the disease fund opens in wait-list status. The email will contain a different wait list ID that you must use to apply again.

Please note that this is different from open funds. When you apply for assistance from an open fund at PAN, you will receive an instant determination. If an application to an open fund is approved, your patient can begin using their grant right away.

13. What if I miss the window to apply?

Unfortunately, if you miss the window to apply, your patient will be removed from the wait list.

We encourage you to check your email regularly, so you do not miss out on important funding notifications. If you will be out of the office for an extending period of time, please ensure that a colleague can monitor your emails, and apply on your patient's behalf.

14. Can I add a patient back on to the wait list after being removed?

Yes. You can add a patient back to the wait list using the portals, the PAN website, or by calling us at 1-866-316-7263. There is no limit to the number of times a patient can be added on the wait list.

Please don't hesitate to contact us if you have specific questions about why a patient was removed from the wait list.

15. Can I apply for assistance for multiple patients using the same URL and wait list ID?

NO. The email you will receive when a closed disease fund moves into wait-list status includes a unique URL and wait list ID that is linked to a specific patient on the wait list. The unique URL and wait list ID can only be used once and must be used to apply for assistance on behalf of the patient named in the email.

16. What is the timing to application approval?

The entire process from the call for applications to grant approval takes four business days.

- Business days 1 and 2: A closed disease fund opens in wait-list status for wait list subscribers only. Patients or their healthcare providers, pharmacists and caregivers must apply by the end of two business days. The disease fund closes to wait list subscribers after two business days.
- Business day 4: PAN notifies eligible applicants or the healthcare provider who applied on their behalf by email that they will either receive a grant, or not receive a grant.

PAN Foundation

Considering other foundations

17. What if my patient finds assistance from another organization and is still listed on your wait list?

If you anticipate your patient needs additional assistance, your patient is welcome to remain on PAN's wait list. Otherwise, please contact us to let us know.

18. If another program is open, should I add my patient to your wait list?

You are welcome to add your patient to a wait list even if a program is open at another foundation. However, we recommend that you contact the open program to ensure your patients can find assistance as quickly as possible.

19. Will other foundations also maintain a wait list?

All foundations have different enrollment processes. It's possible that other foundations may maintain a wait list.

20. How is the wait list different from FundFinder?

PAN's Disease Fund Wait List is a list of patients waiting to apply for assistance from a closed fund at PAN. When a closed PAN fund goes into wait list status, patients on the wait list will receive an email inviting them to submit an application to PAN.

FundFinder is a tool that tracks the availability of funding across 9 different charitable organizations, including PAN. With FundFinder, you can sign up for email or text message notifications to learn when financial assistance becomes available for a specific diagnosis at any foundation.

We also encourage you to sign up and follow funds on FundFinder for instant alerts when a disease fund opens at any of the charitable patient assistance foundations.