Adstiladrin HCP Portal User Guide

January 2025

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US-ADST-2300208 v2

Table of Contents

- **Table of Contents**…… 1
- **Program Overview**…… 2
- **Portal Overview**…….. 3
- **Portal Navigation**..... 4
  - Login Instructions.....5
  - Create a Practice Account……6
  - Portal Home Page Functionalities……22
  - Contact Us……..24
  - Submit a Claim……25
  - Practice Account Page……32
  - Manage Patients……..34
  - Manage Users……35
  - Manage Prescribers…….. 37
  - EFT Payment / Setup ……...41

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Program Overview

The Adstiladrin Copay Program will provide eligible commercially insured patients, whose insurance does cover the prescription with a Max Benefit of $12,000 per claim with a minimum patient pay amount of $100 per claim.

Co-pay Eligibility

- Commercially insured patients only
- Patients over 18 years of age and have a valid prescription for Adstiladrin
- Residents of the United States or Puerto Rico
- Claim Submission Methods: HCP Buy and Bill Portal or SP Portal
- Reimbursement Methods: Paper checks to HCP's, Electronic Claims to HCP's (EFT); SP standard electronic claims or Paper checks to SP
- Not eligible - Medicare, Medicaid, any other state or federal health insurance, Tricare, cash paying patients, insured but Adstiladrin is not covered

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Portal Overview

The purpose of this document is to provide step-by-step instructions on the use of the Adstiladrin Health Care Provider (HCP) Portal. The Portal is utilized for submitting a new claim for a patient.

- Within the Adstiladrin HCP Portal, user will be able to:

    - Submit a New Claim
    - Search for Patients
    - Edit Users and Prescriber Information
    - Manage Practice Account, users and prescribers
    - Setup and Manage EFT Banking Information

HCP Co-pay Login and Register your Practice

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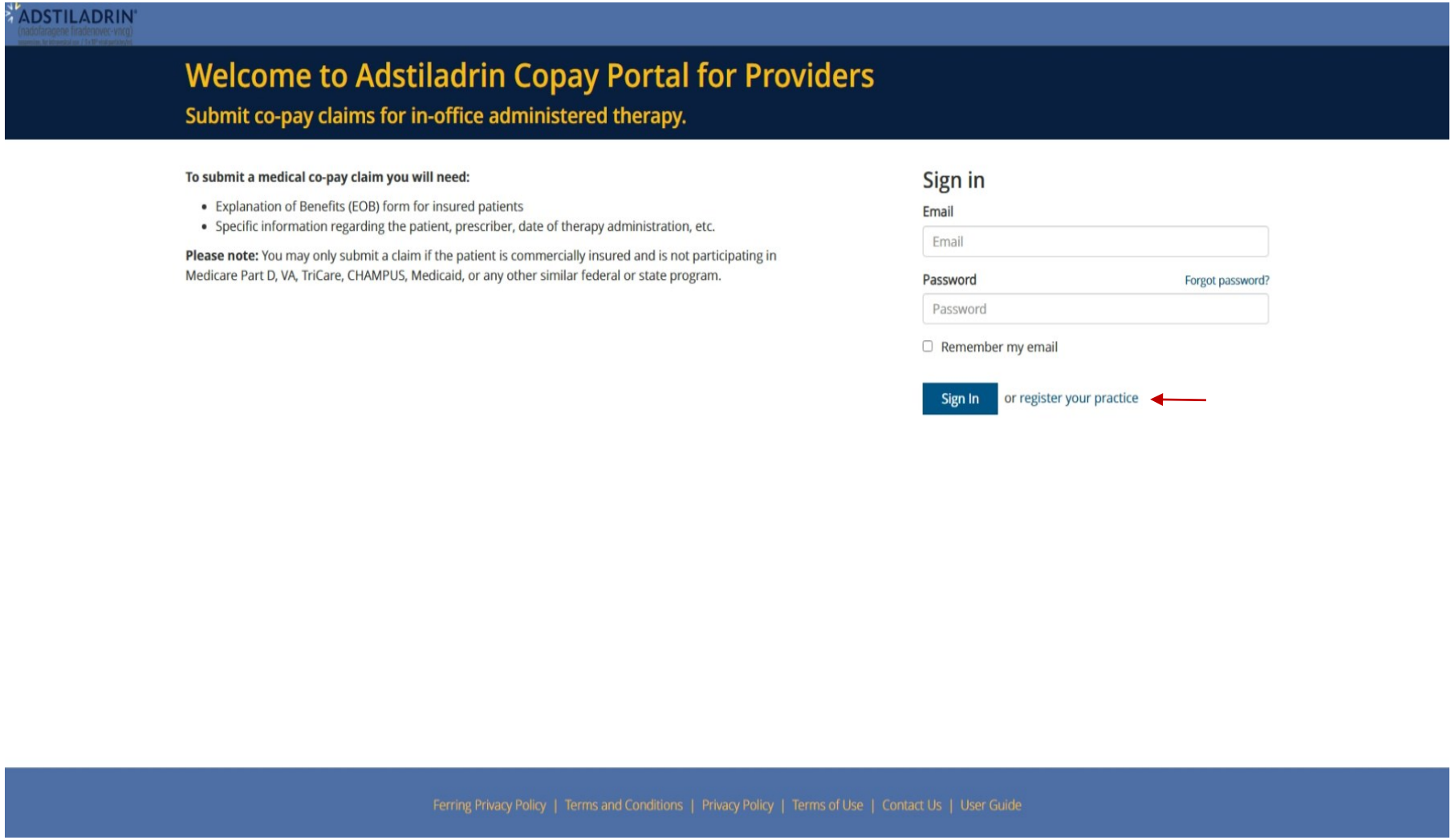
Login Instructions – Login Homepage

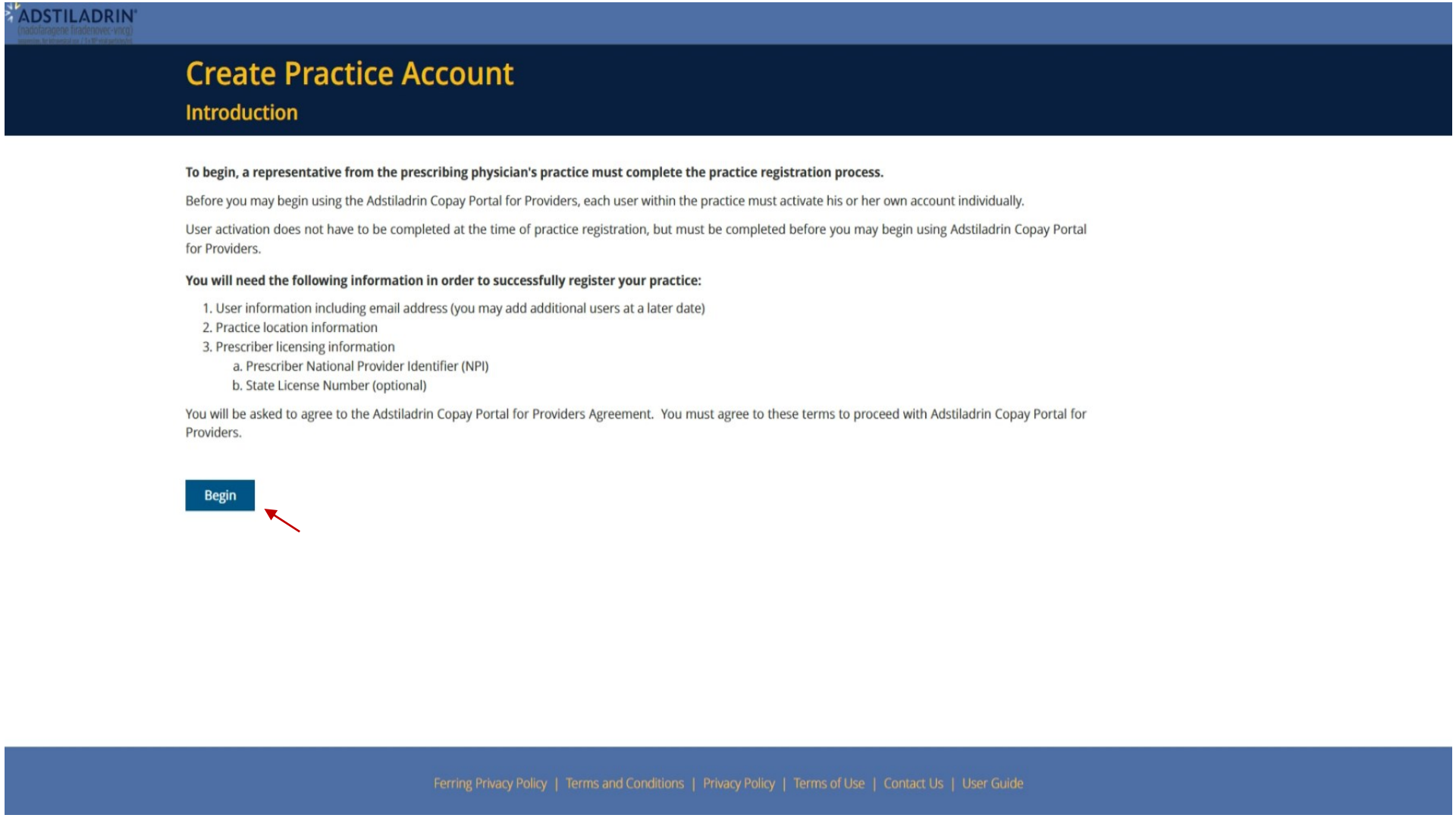


- For a NEW HCP User, the user would select “Register your practice”

OR

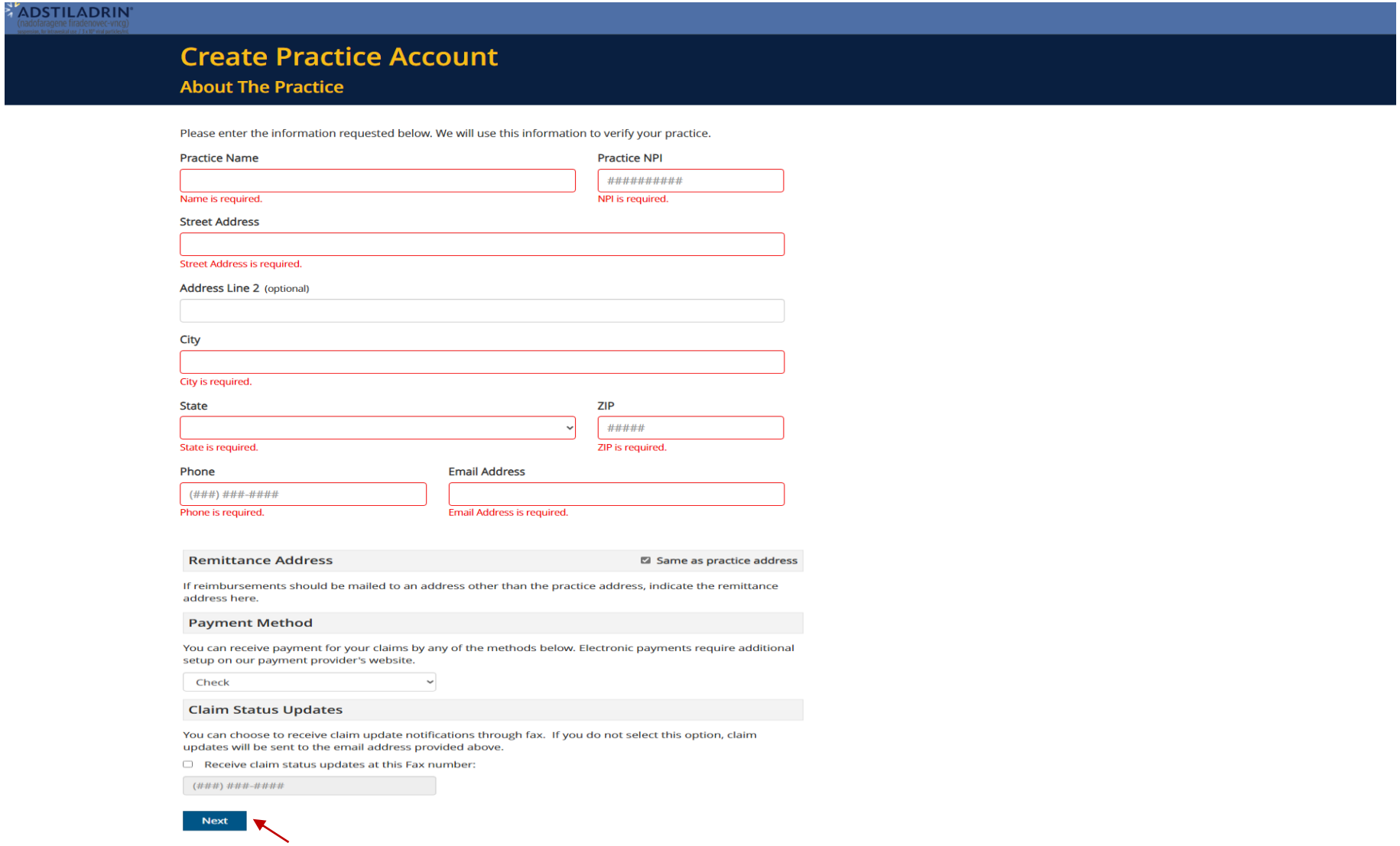
- For Existing HCP Users, the user would enter their Username and Password, then select “Sign In”

Login – Create Practice Account



- The user will be brought to the introduction page to Create Practice Account
- Once the user reads through the information, select “begin” to proceed

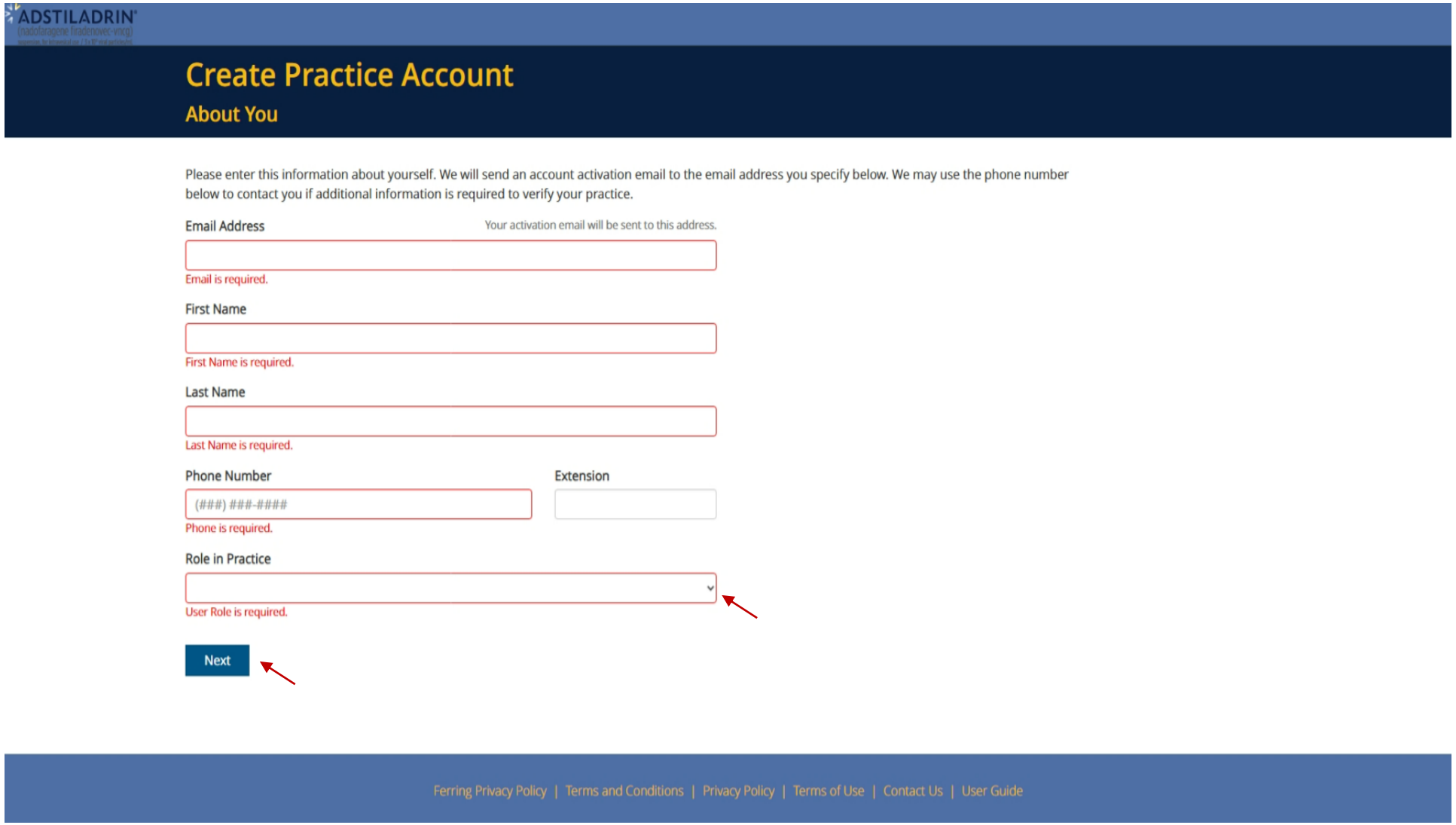
Login – Create Practice Account (cont.)



- The new HCP user will complete the required fields “About The Practice”
- The user has the option to add a separate remittance address for reimbursement if needed, or can select “Same as practice address”
- Then the user will select their “Payment Method” as either Check or EFT

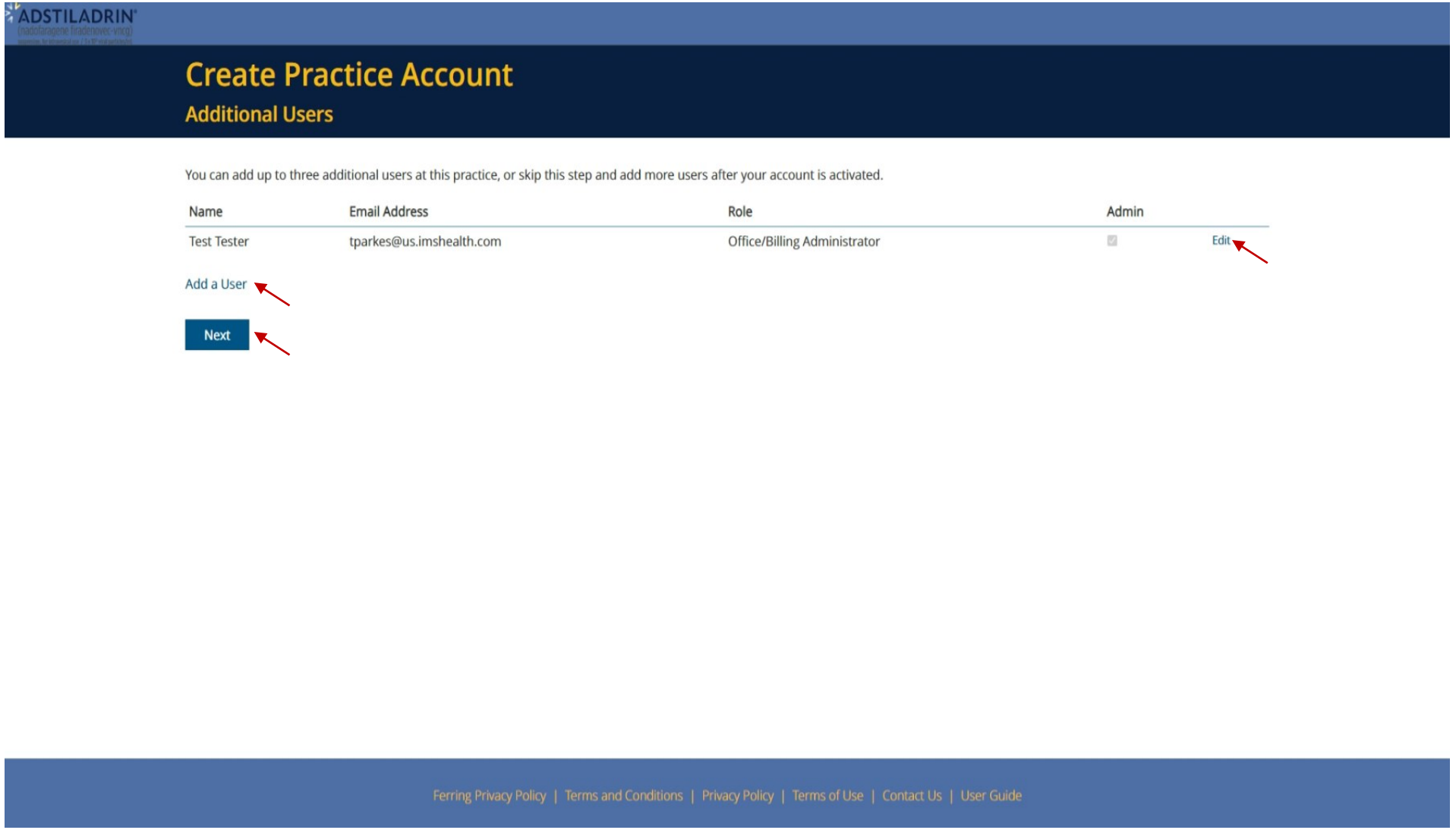
- Then user will select “Next” will bring you to the page “About you”

Login – Create Practice Account (cont.)



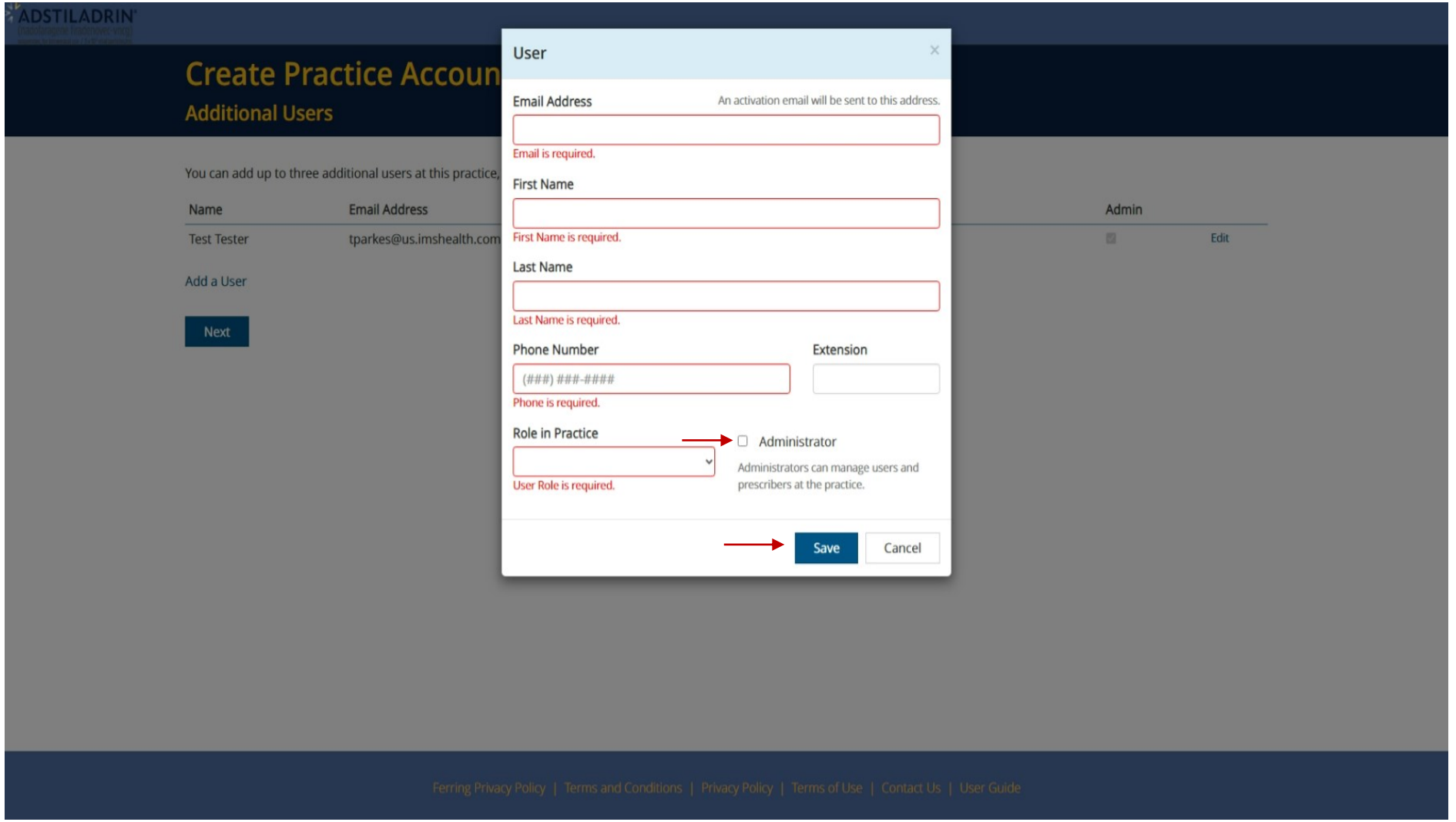
- The new HCP user will complete the required fields and select their “Role in Practice” and choose one of the following; *office/billing administrator, medical doctor, nurse non-prescribing, nurse practitioner, physicians assistant, or other*
- Then the user will select “Next”, and it will bring them to the “Additional Users” page

Login – Create Practice Account - Additional Users



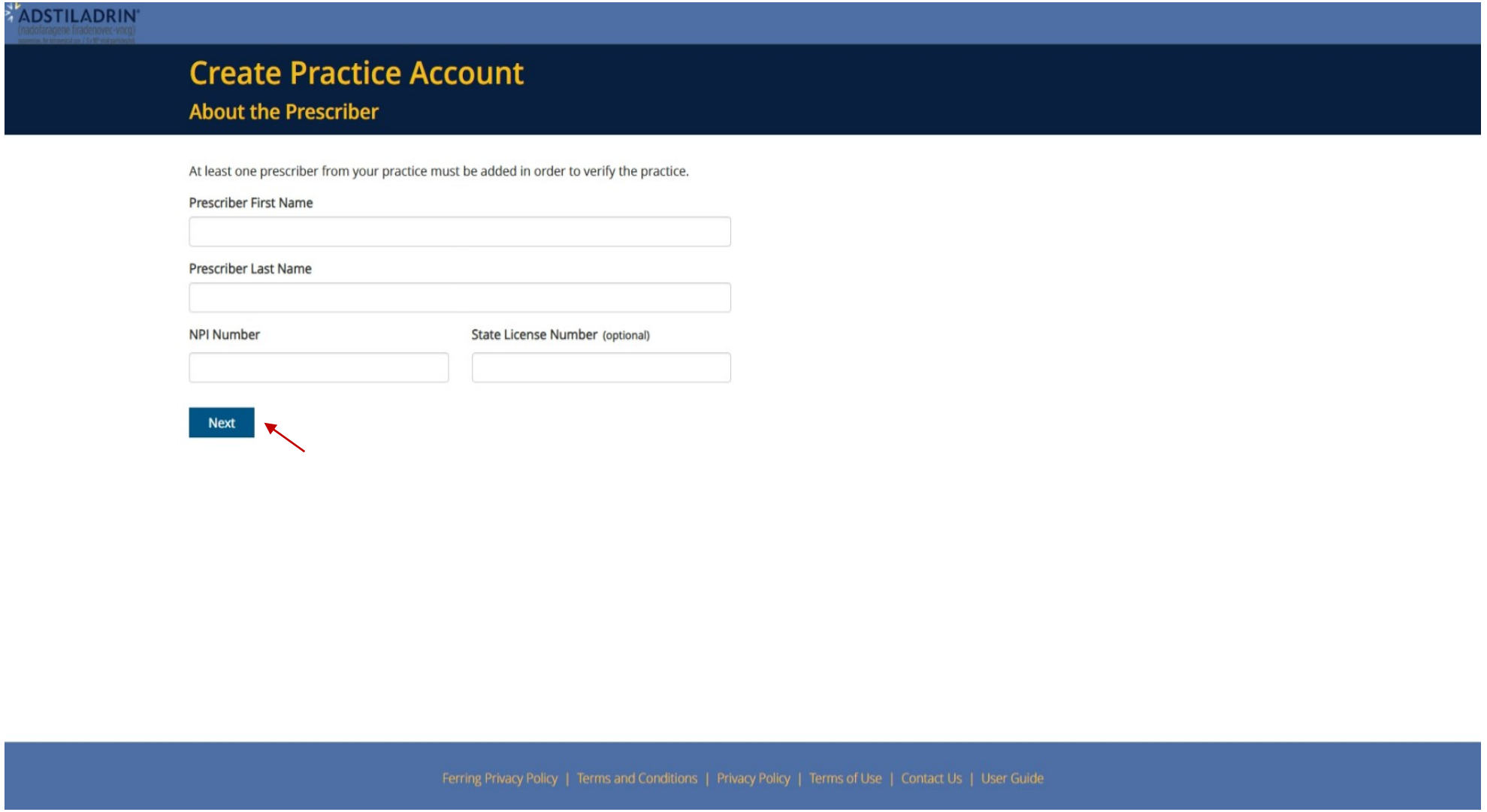
- Once the HCP user has created their practice account, they have the option to "Add a User"
- The user can also edit their user information
- If the user selects "Next" it will bring them to the "about the prescriber" page

Login – Create Practice Account - Additional Users



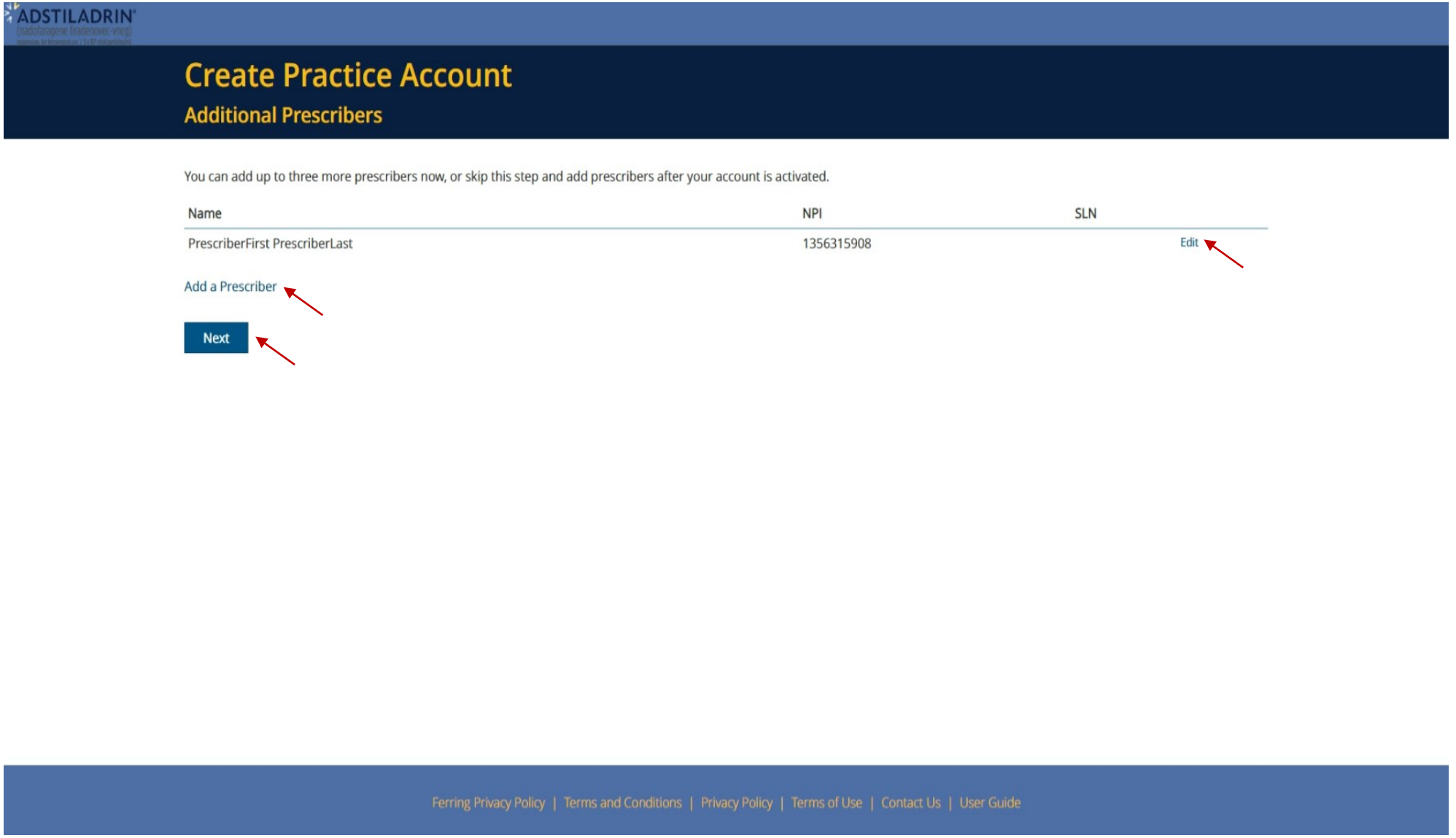
- To add a user, the following information must be filled in and they must select an option from the drop down for the new users “Role in Practice”
- Then select “Save” to save the new user’s information
- *Note: The user can choose to make them an administrator by selecting the box next to “Administrator”*

Login – Create Practice Account – About Prescriber



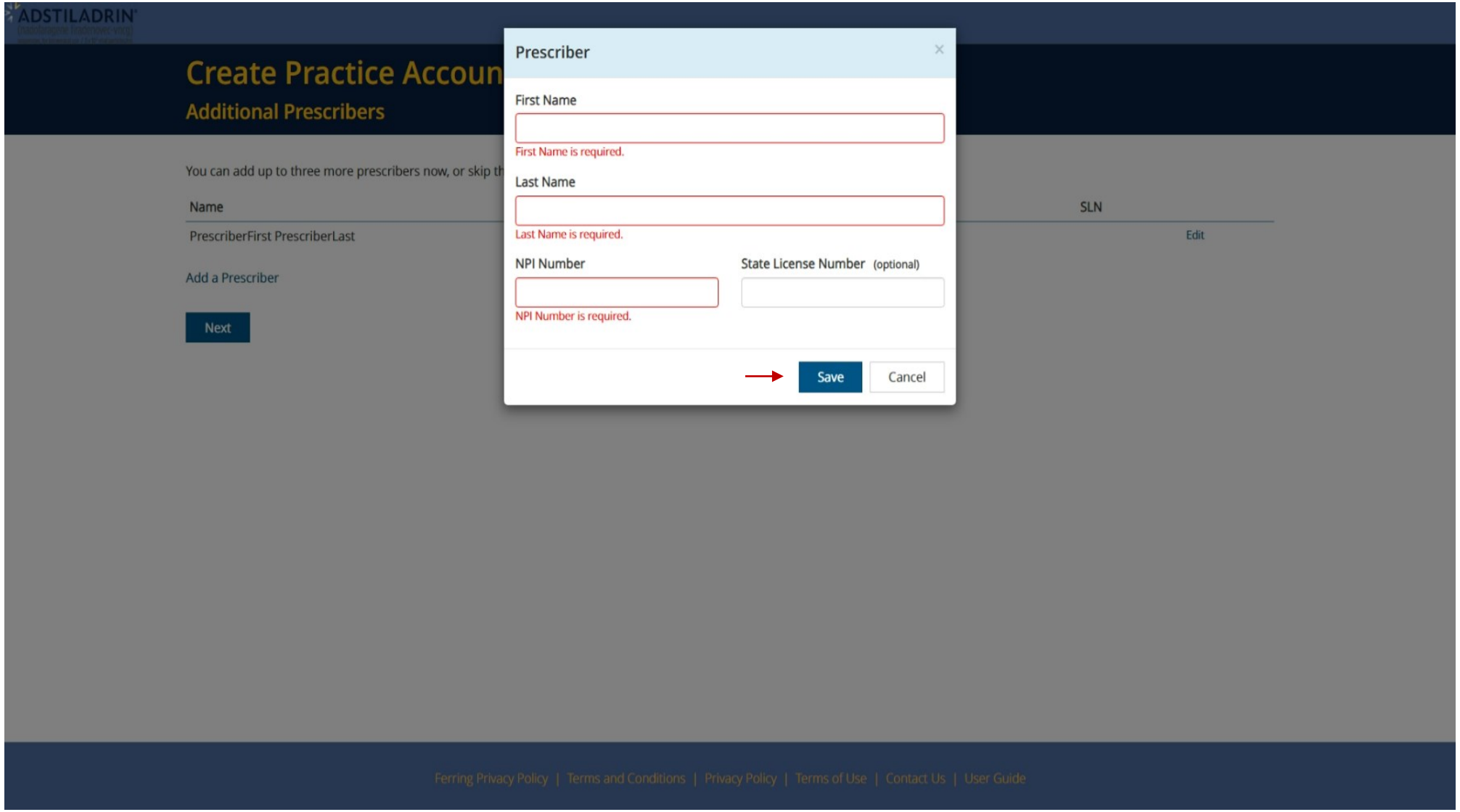
- The user will complete the prescriber information by filling in the required fields
- Then select “Next” to add additional prescribers

Login – Create Practice Account – Additional Prescribers



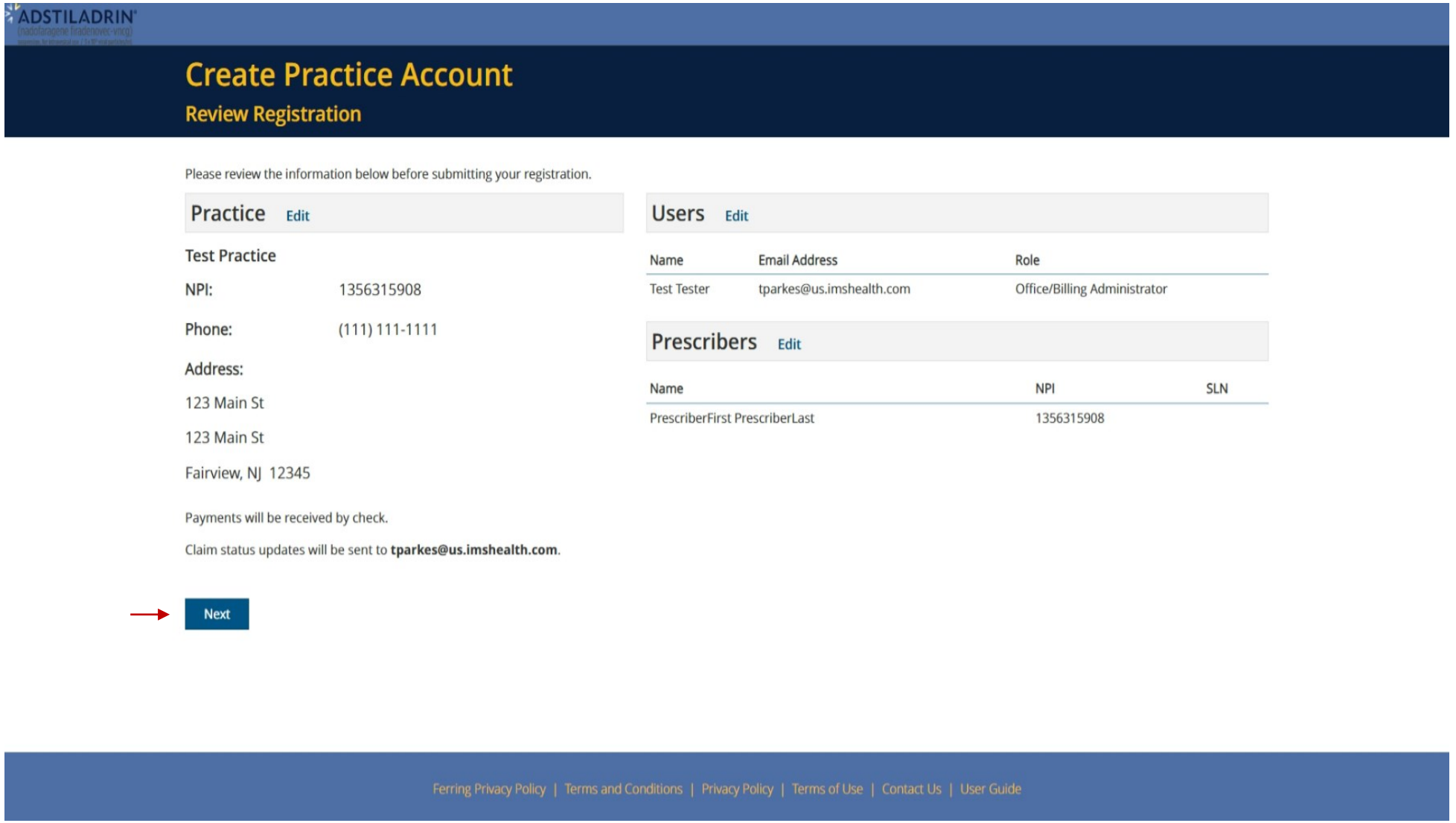
- The user then has the option to “Add a Prescriber” to the Practice Account
- The user can also “Edit” their prescriber information, if needed
- Then the user selects “Next” it will bring them to the “Review Registration” page

Login – Create Practice Account – Additional Prescribers



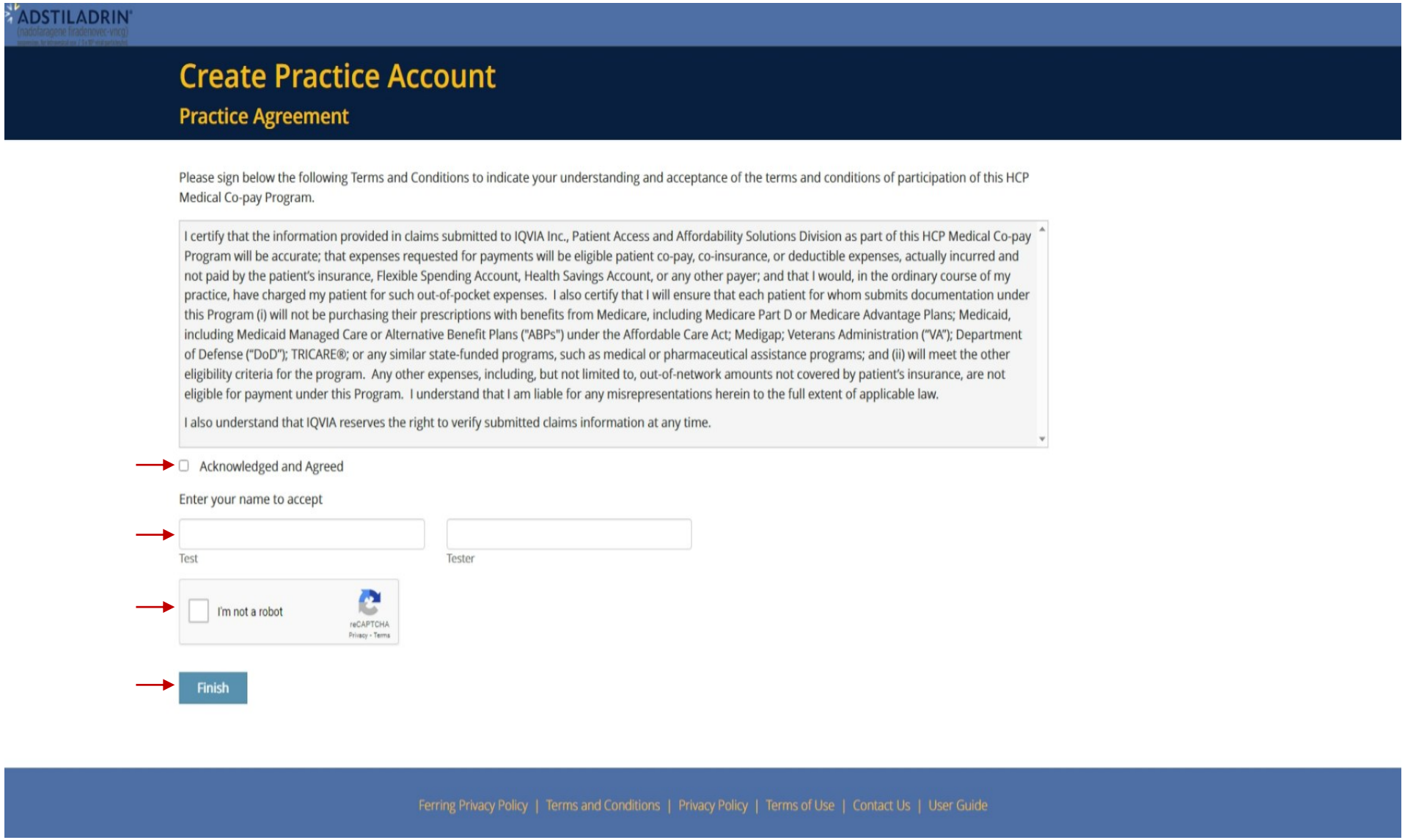
- To add a new prescriber, the following information must be filled in
- Then the user must select “Save” to save the new prescribers information
- *Note: The State License Number is optional*

Login – Create Practice Account – Review Registration



- Once the user has completed the previous steps, the user will be able to review their registration information
- Once reviewed, the user will select “Next” which will bring them to the “Practice Agreement”
- *Note: The user can edit the “practice, users, or prescribers” information by clicking the blue “edit” buttons*

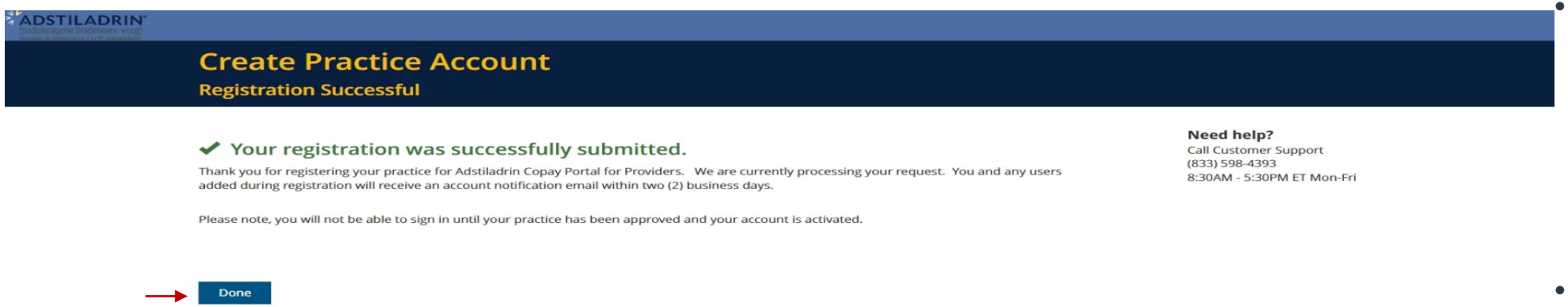
Login – Create Practice Account – Practice Agreement



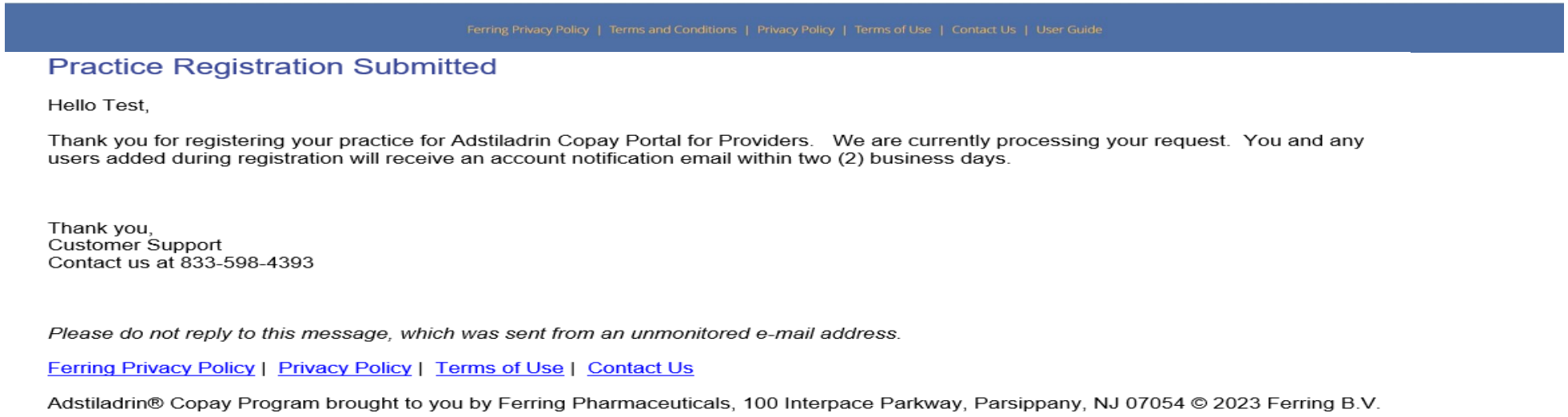
The user will read through the "Practice Agreement" information

- Then the user will check "Acknowledged and Agree"
- Then the user will need to enter their first and last name
- Then the user will select "I'm not a robot"
- Then the user will select "Finish"

Login – Create Practice Account – Registration Successful



- Once the practice account has been created the user will see “Your registration was successfully submitted”
- Then the user will select “Done” which will bring them back to the homepage
- *Note: The user will receive “Practice Registration Submitted” email notification. Within 2 business days, the user will receive another email notification to “Activate your Account”, which the user will need to select the link to finish setting up their account and create a password*



Account Activation

Subject: Activate Your Adstiladrin Copay Portal for Providers Account

Test,

Thank you for registering your practice for Adstiladrin Copay Portal for Providers. This e-mail is to let you know your practice has been approved. Please click the link below to activate your account.

Activate

Thank you,
Adstiladrin Copay Portal for Providers Program Support
Contact us at 833-598-4393

Ferring Privacy Policy | Privacy Policy | Terms of Use | Contact Us

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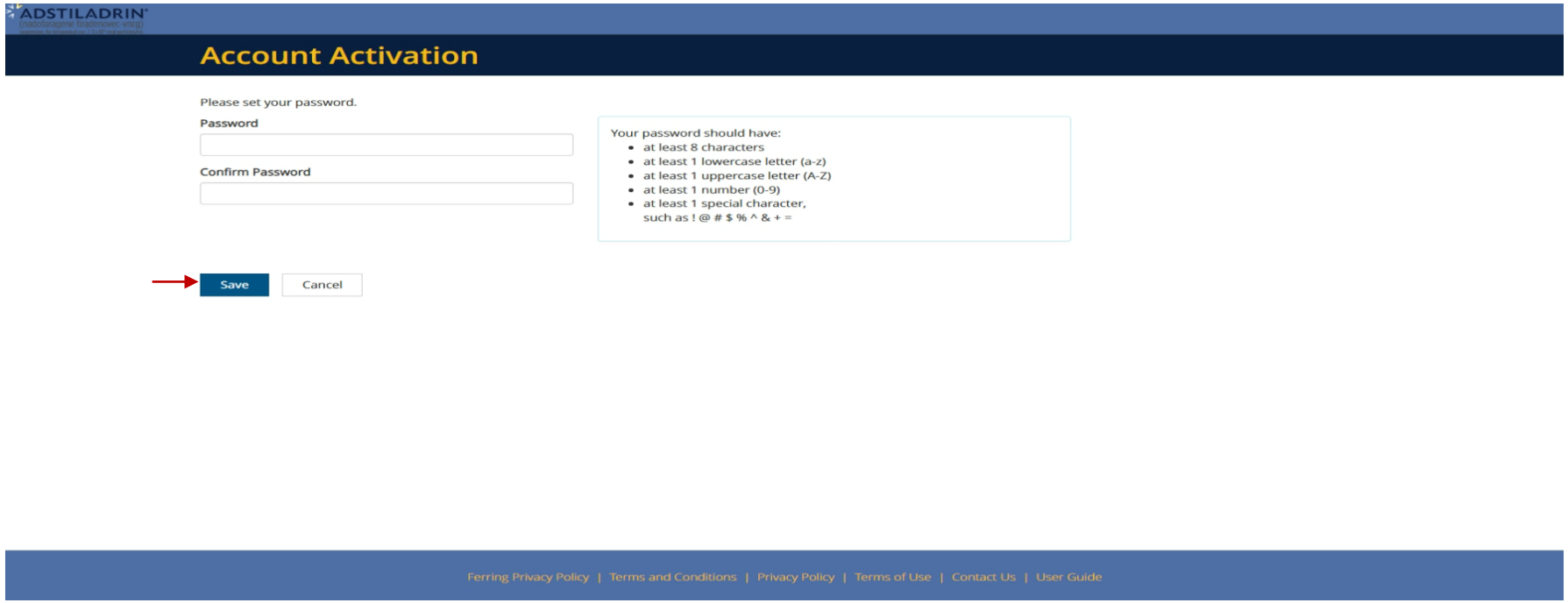
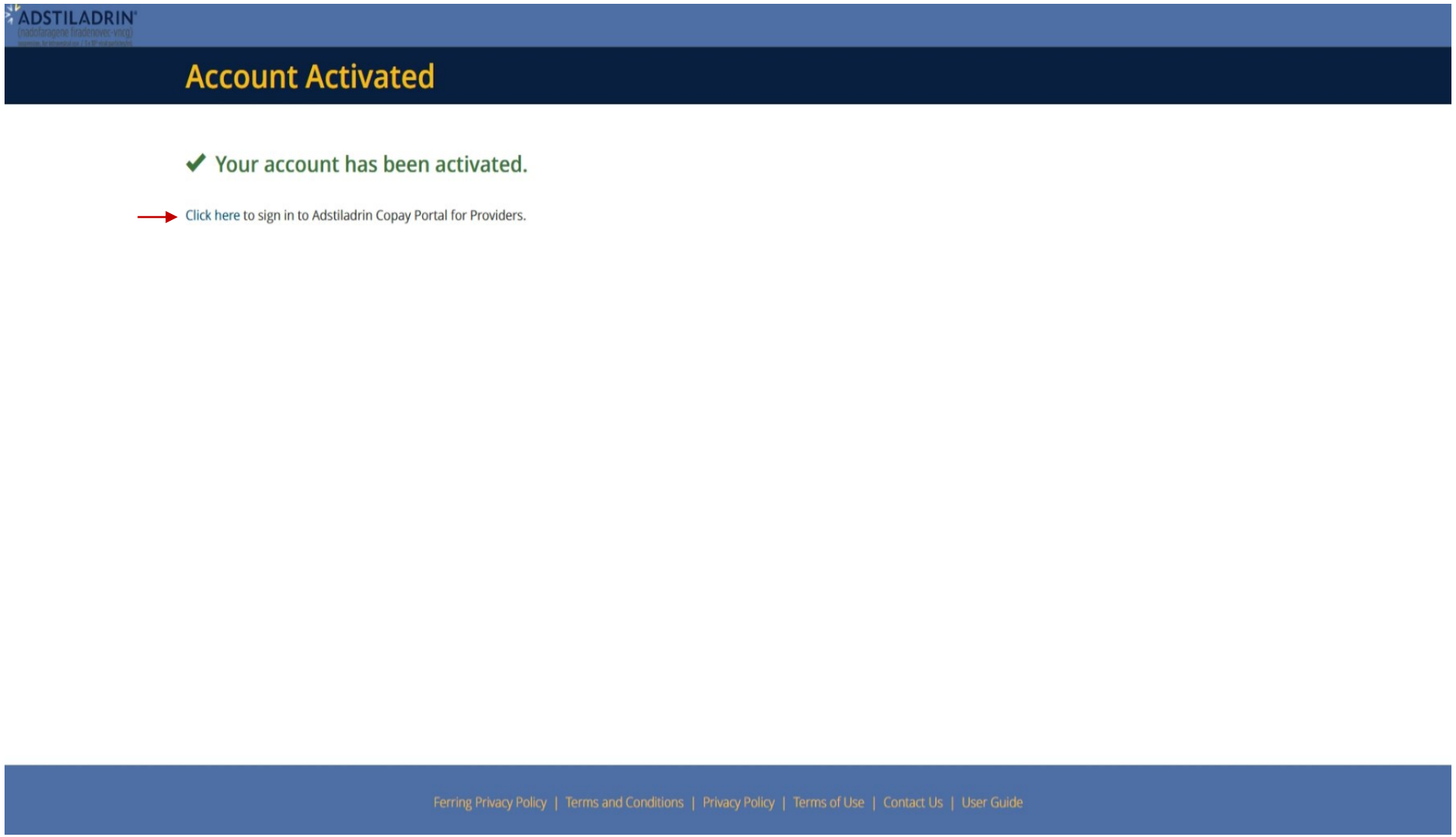


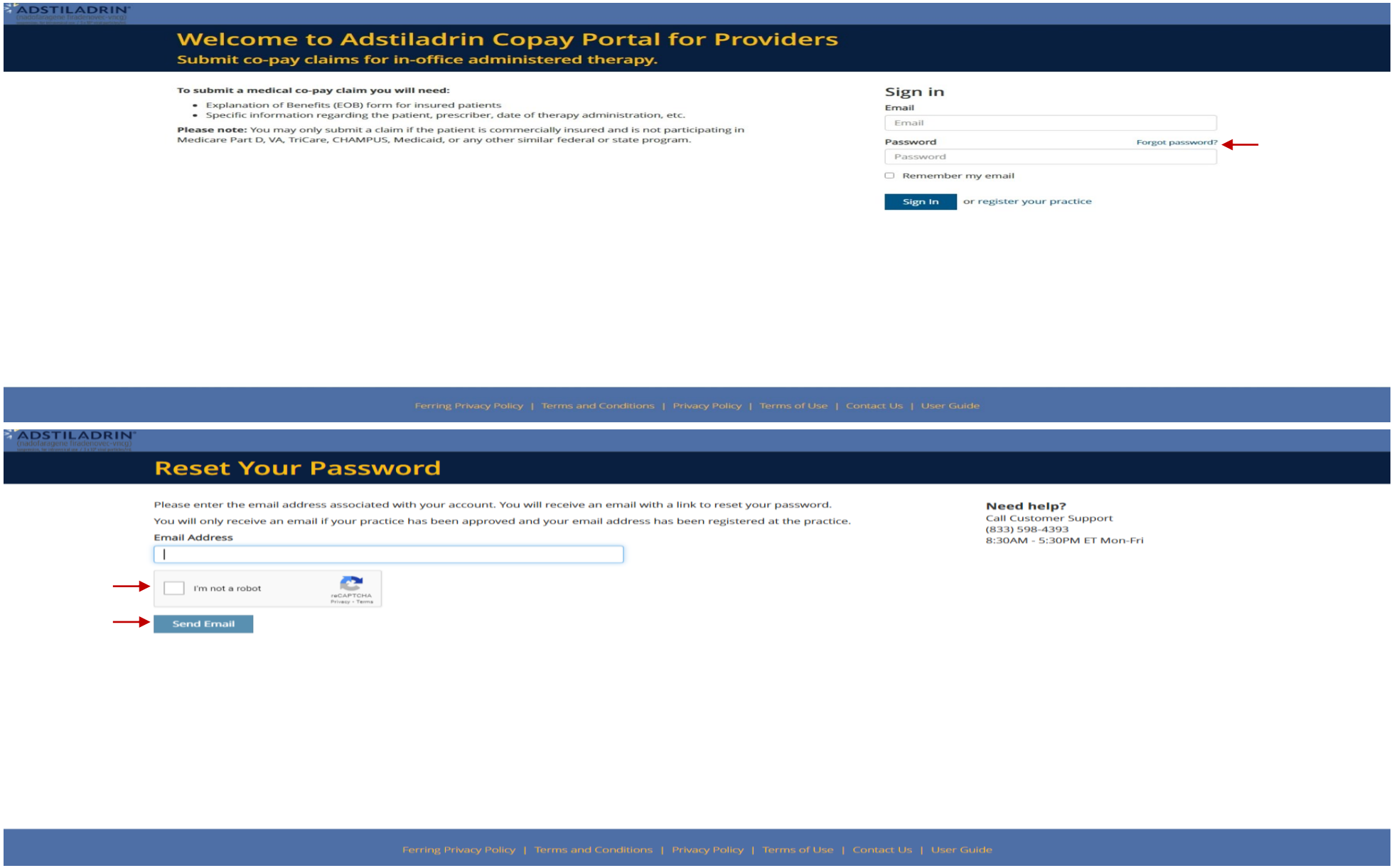
- It will take approximately 2 business days to receive an “Account Activation” notification email
- The user will select “Activate” from the email and will need to create a new password, then select “Save”
- Then it will bring the user to an “Account Activated” page

Account Activation (cont.)



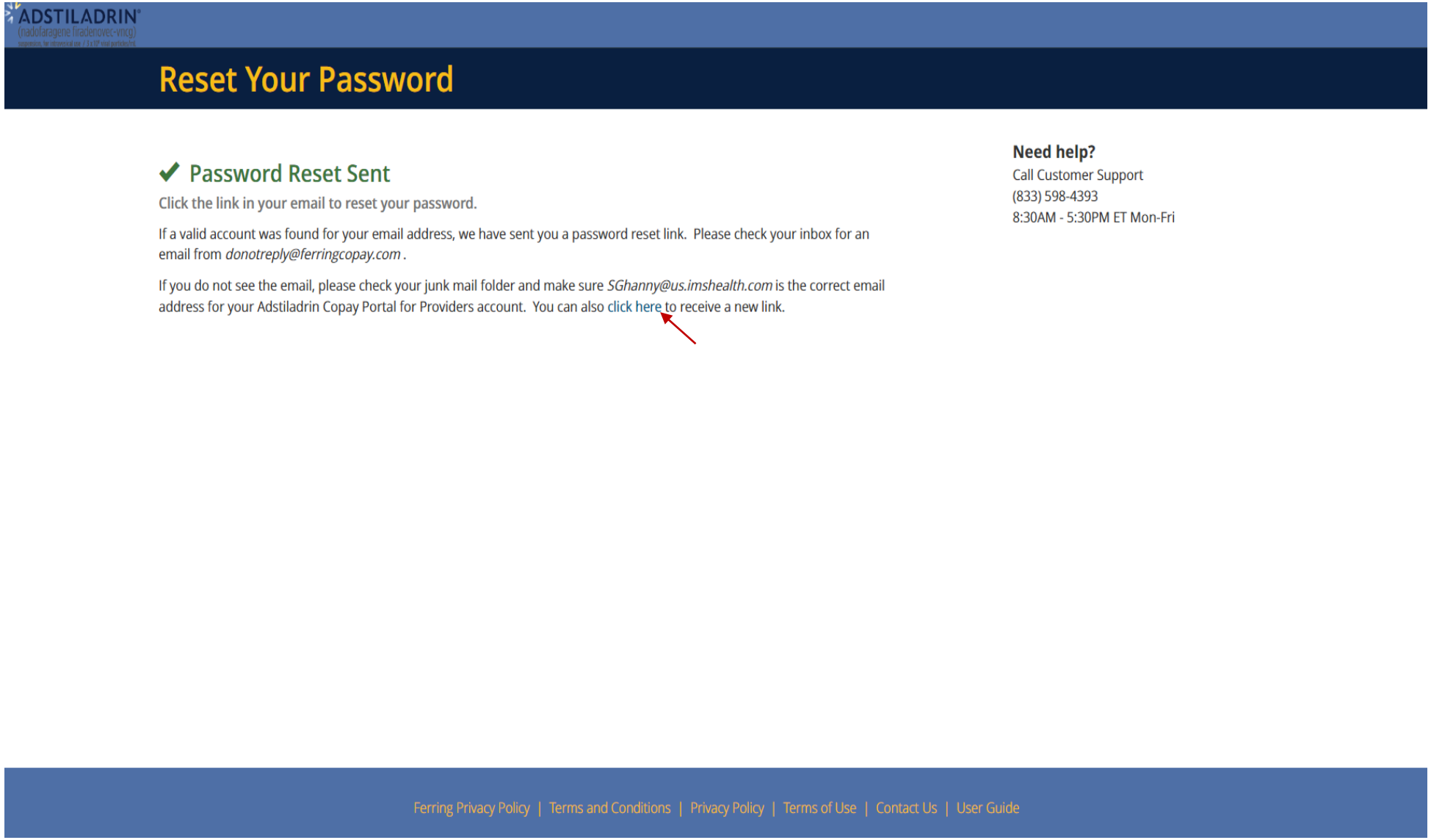
- The user can then select “Click here” to go back to the log in page

Forgot Password



- The user will be notified if they entered an invalid username or password
- If the user selects “Forgot Password” it will bring the user to the “Forgot Password” page.
- The user will need to enter their email address and select, “I’m not a robot” then select “Send Email”
- Then it will bring the user to “Password reset sent” page

Forgot Password (cont.)



- The user will have a link sent to their email address to reset their password
- *Note: If the user does not receive the email, the user can also "click here" to receive a new link*

HCP Portal Home Page Functionalities and Submit a Claim

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Portal Home Page

- When the user signs in, they will be brought to the home page
- *Note: This is the view when there are no claims submitted*

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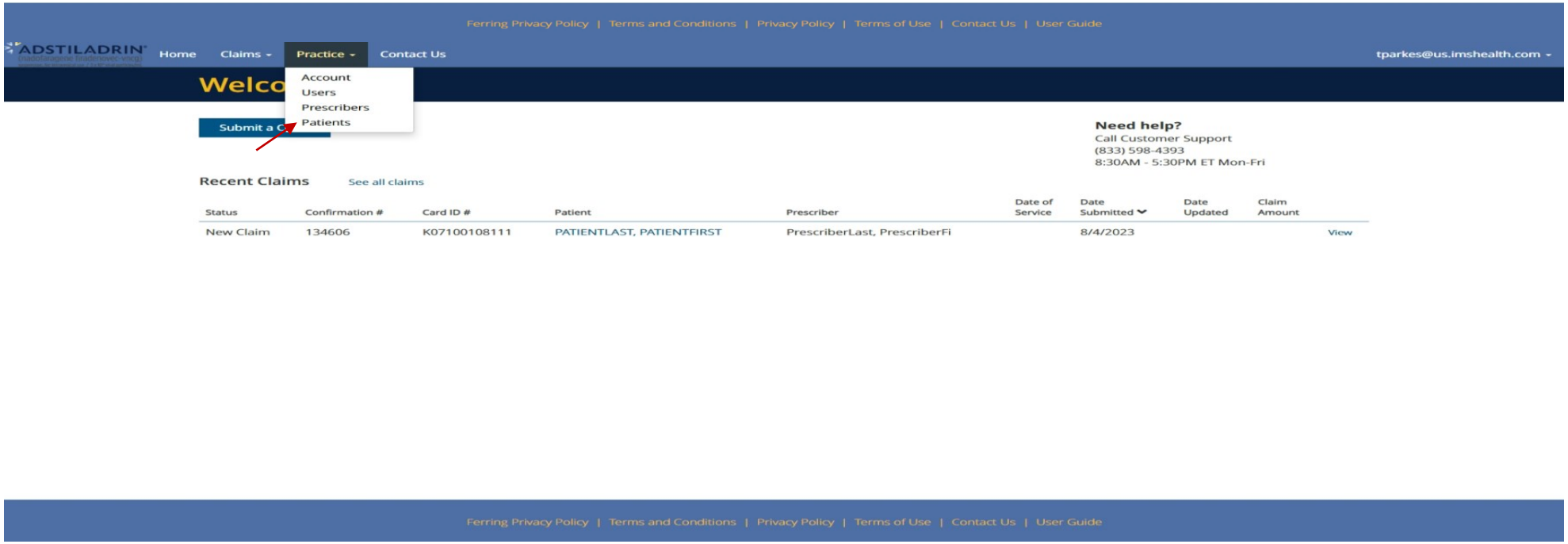
Portal Home Page Functionalities

- The user can use the “Claims” drop down menu to “Submit a Claim” or view “Claim History”

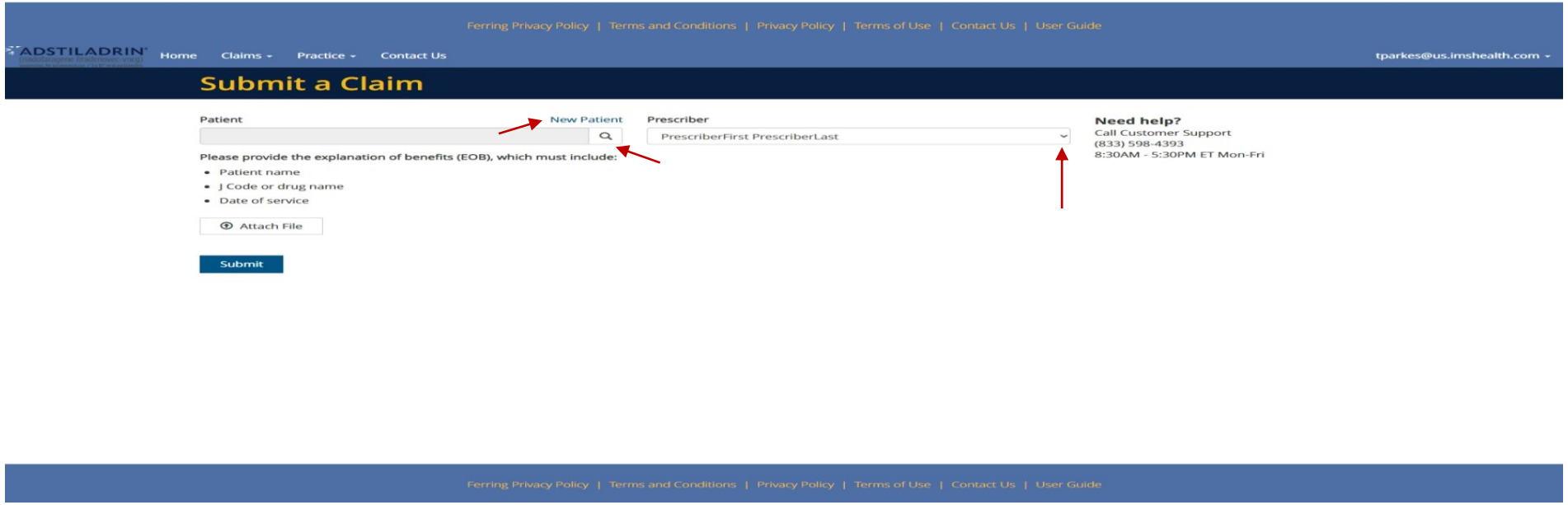


- The user can use the “Practice” drop down menu to view their Account, Users, Prescribers, or Patients

Portal Home Page Functionalities – (cont.)

- The user can click the “Contact Us” tab located in the menu bar to view the Customer Support information

Submit a Claim



- From the Home page, or the top bar, the user will select “Submit a Claim”
- Then it will take the user to the “Submit a Claim” Page
- *If this is a new claim for a new patient, the user will need to select “New Patient”*
- *If existing patient, then the user can select the magnify glass image to search for the patient*
- Then the user will select the Prescriber based on the drop-down options
- Then the user will select “Attach file” to upload the patient’s EOB
- Then the user will select “Submit”

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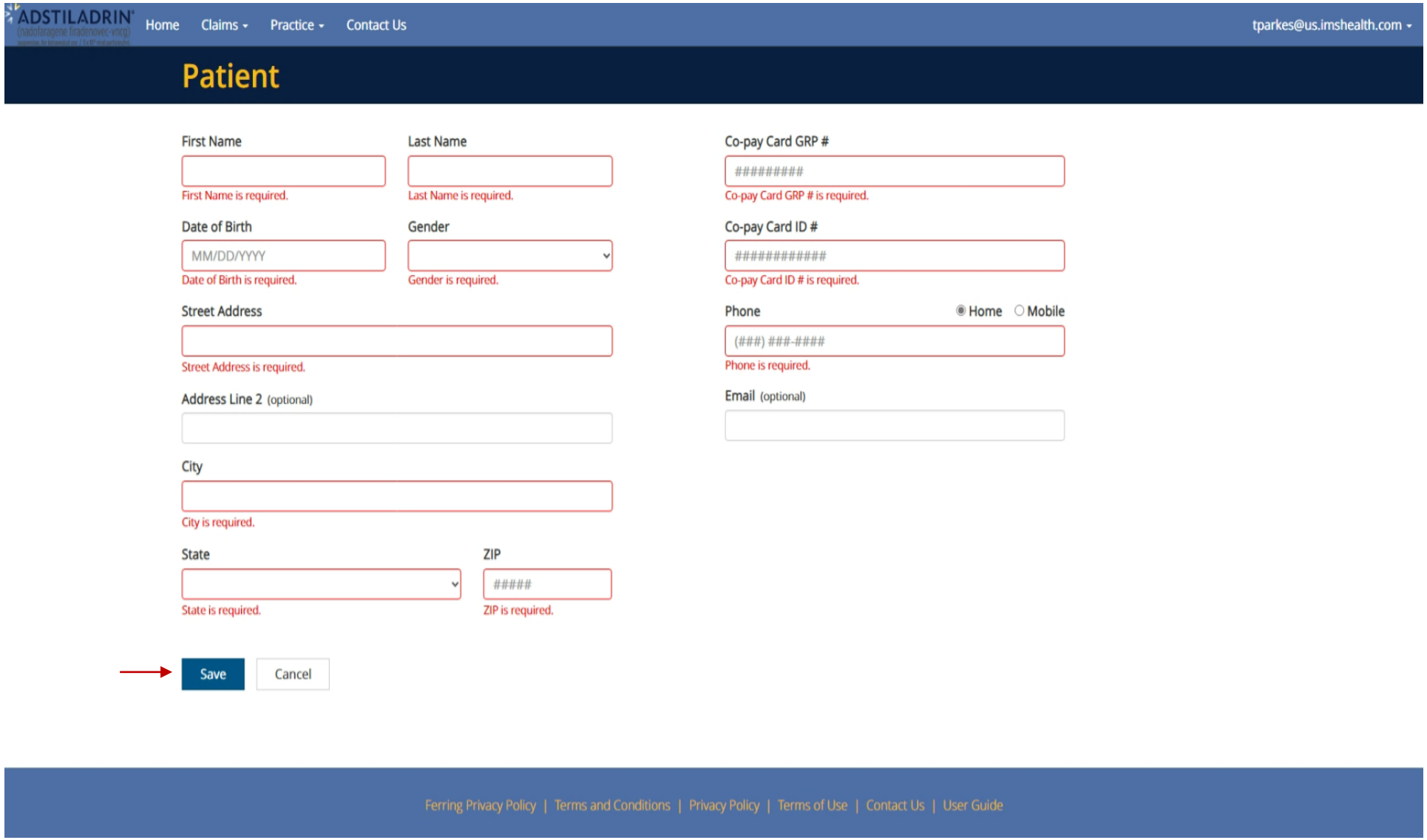
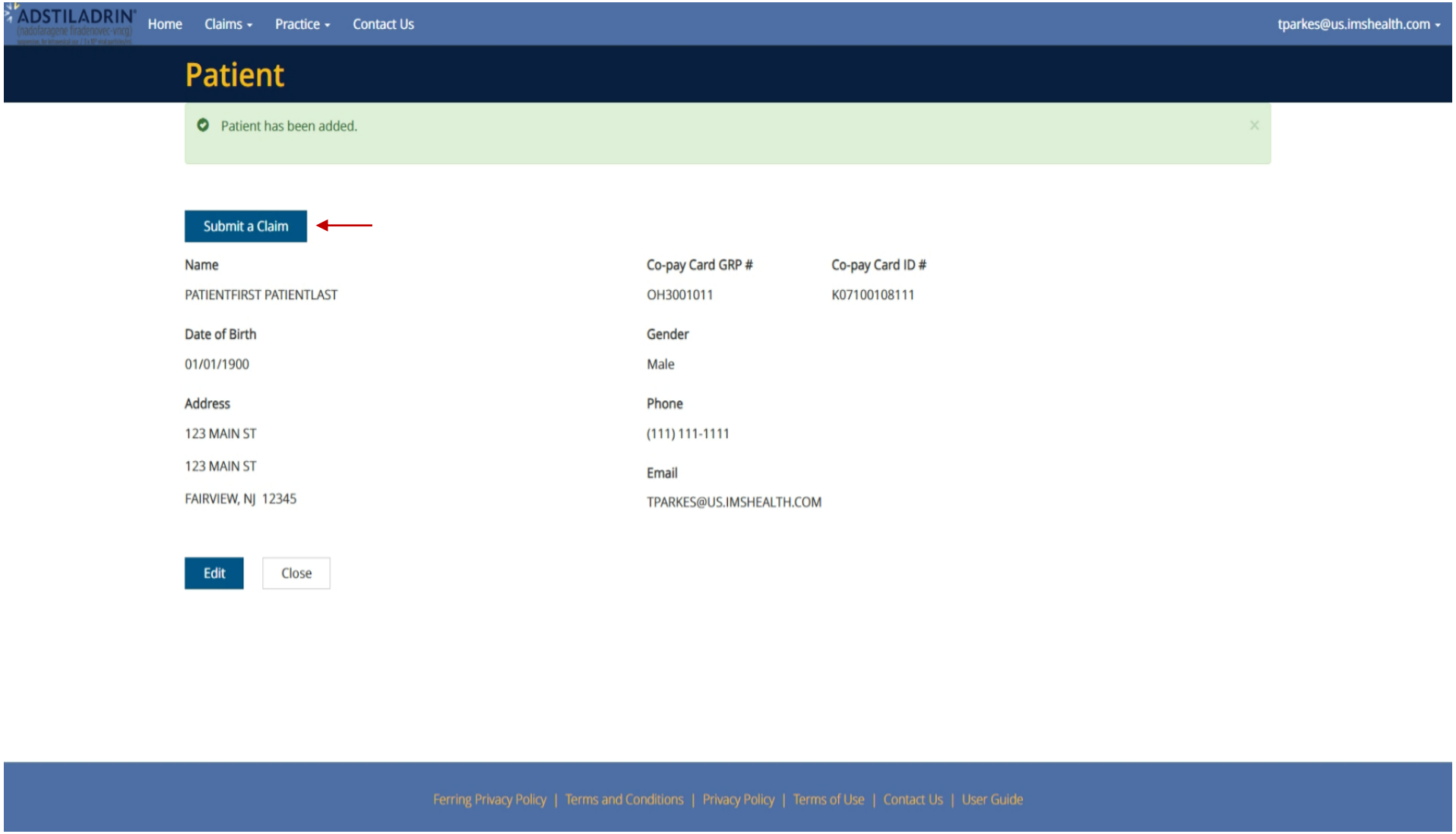
Submit a Claim – New Patient



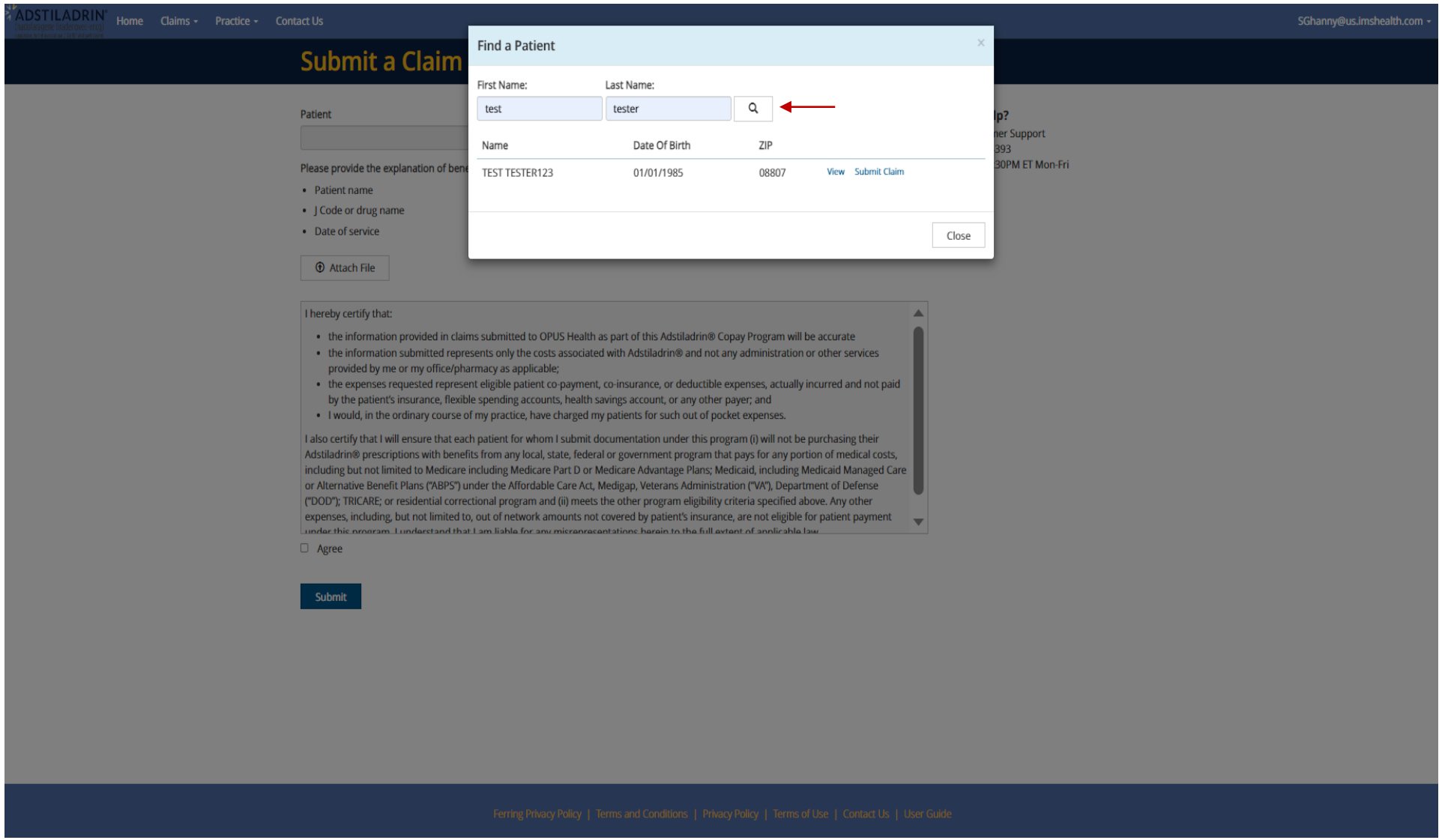
- From the “Submit a Claim” page, the user will select “New Patient”
- Then it will take the user to the “Patient” page
- The user will need to fill out the required fields, including the Copay Card GRP# and the Copay Card ID# that was provided by the HUB
- Then the user will select “Save”, then taken to the “Patient” page

Submit a Claim – New Patient (cont.)



- The user will be taken to the “Patient” page, where the user can then select “Submit a Claim”
- The user also has the option to “Edit” the patient information, if needed

Submit a Claim – Existing Patient

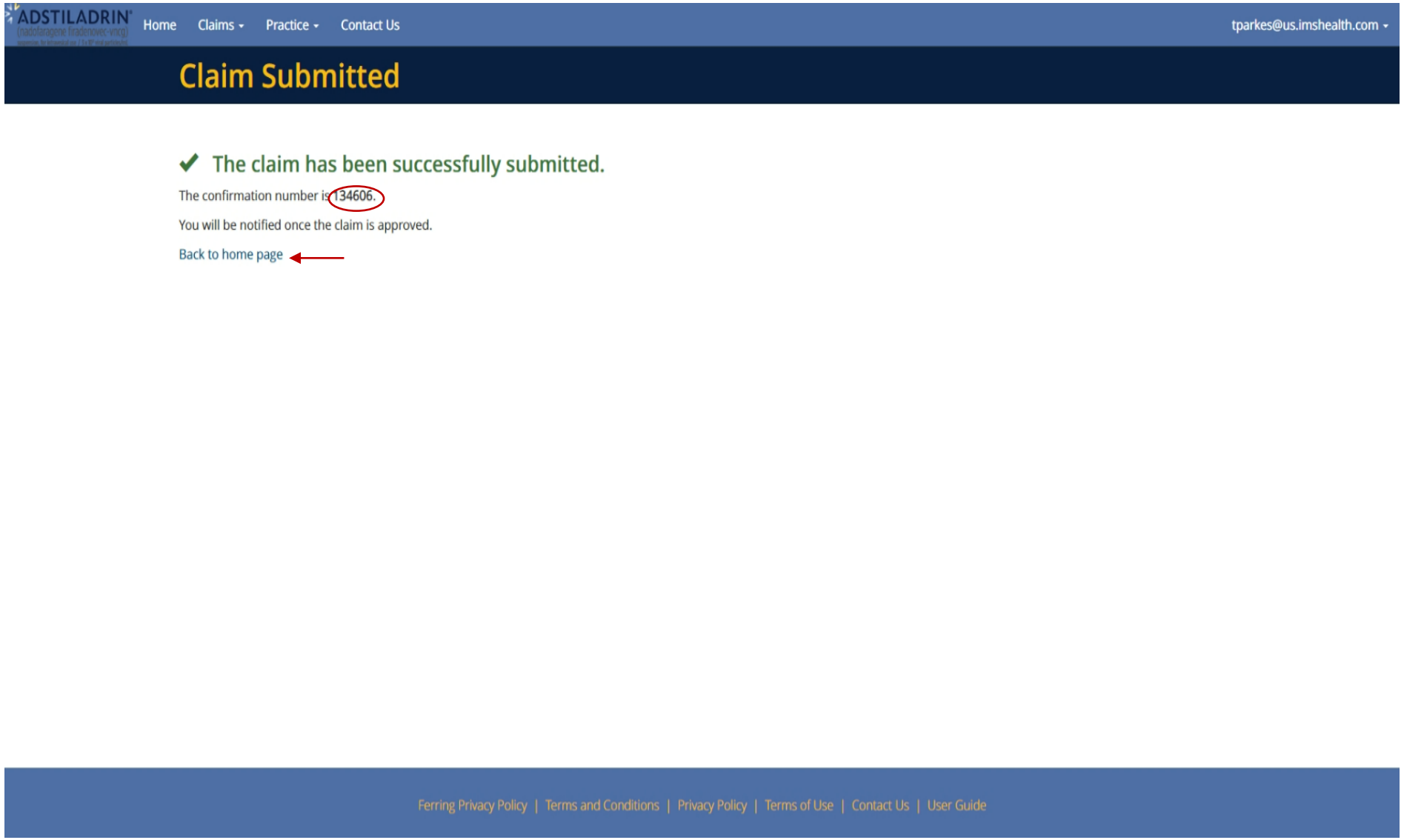


- From the "Submit a Claim" page, the user will select the magnify glass image to "Search" for the patient
- The user will enter the patient's first and last name, then search
- The patient will populate at the bottom of the pop-up and the user can either "View" the patient profile or "Submit Claim" at this time
- If the user selects "Submit Claim" the patient information will automatically populate on the "Submit a Claim" page

Submit a Claim (cont.)

- Once the user has the patient information populated and the prescriber selected from the drop down, the user will need to select "Attach file"
- The user must attach a PDF version of the EOB along with the claim *(if the attachment is missing, the user will not be able to submit the claim)*
- Then the user must read through the "Claim Certification Statement" and select "Agree"
- Once the user is ready, the user will then select "Submit"

Submit a Claim - Claim Submitted



- Once the user has submitted the claim, the user will be taken to this “Claim Submitted” page
- The user will view the confirmation number and will receive an email notification with the claim is “Approved” or “Rejected”
- The user can then select “Back to home page” to return to the main page to view the claim history or submit additional claims

HCP Portal Manage Patients, Users, & Prescribers

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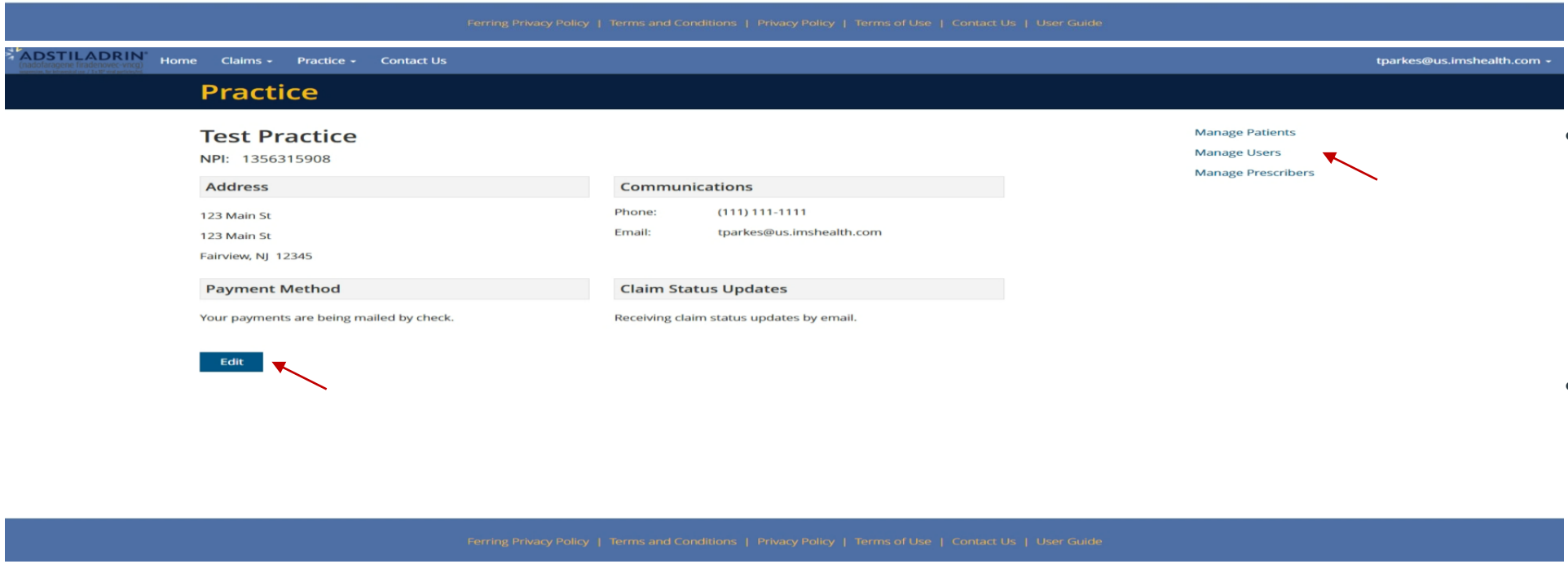
Practice Account Page

- To view the Practice Account Page, user will navigate the Practice drop-down menu and select “Account”

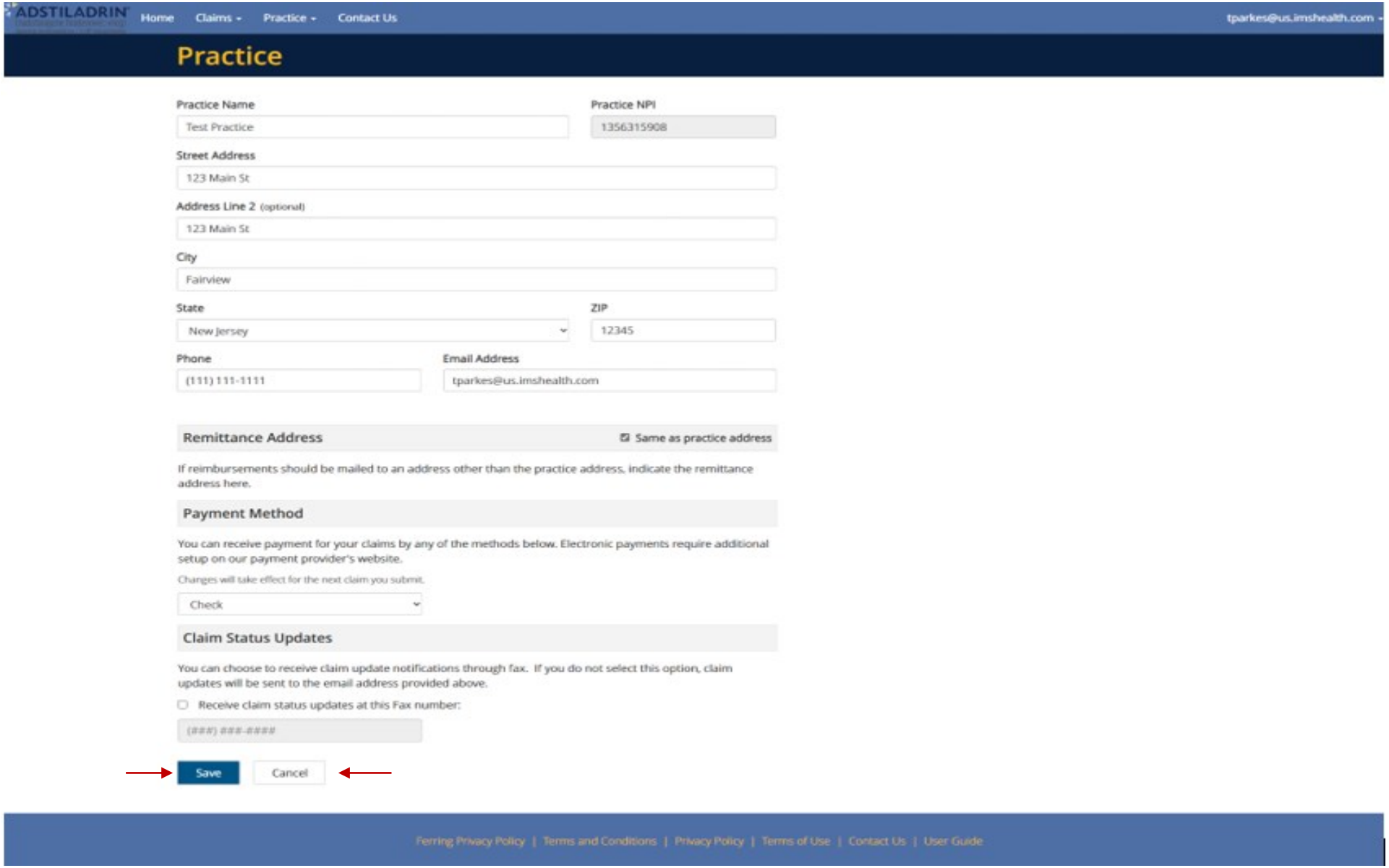


- The user can edit the practice information by selecting “edit”

OR

- The user can manage the patients, users, or prescribers

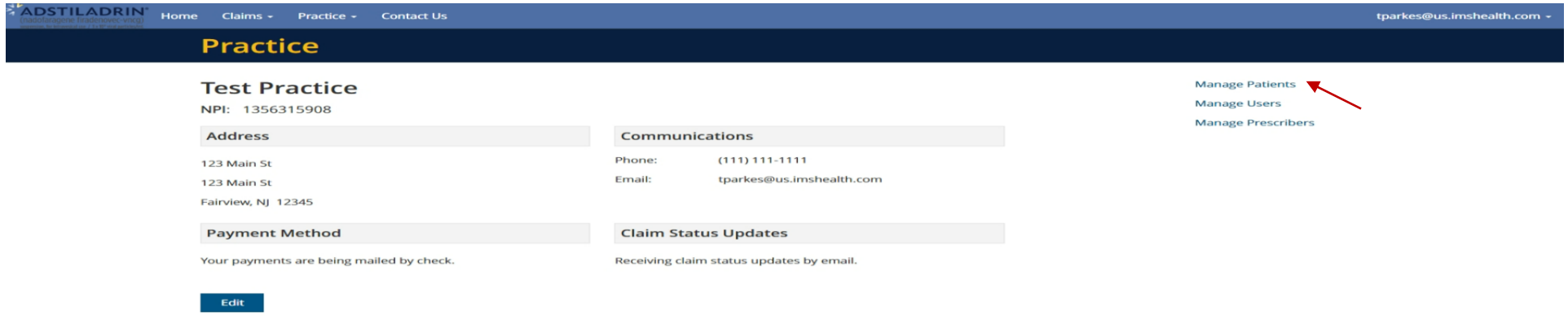
Practice Account Page – Edit Practice

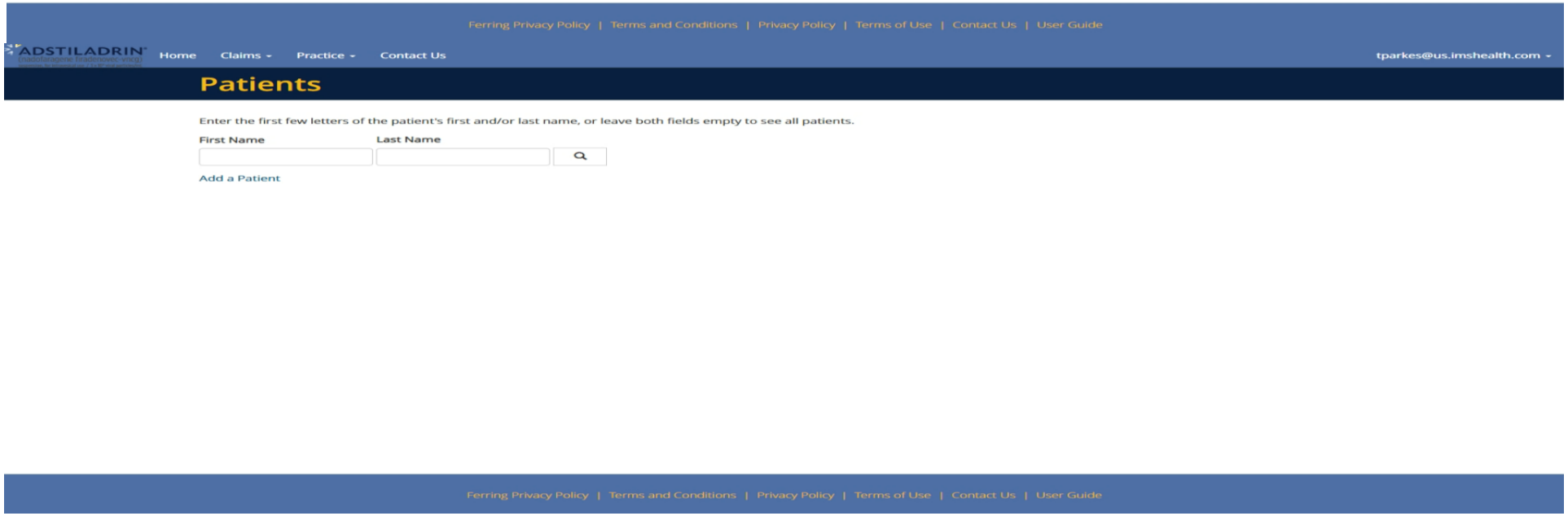


- To edit the Practice Account information the user will update the necessary fields and select “save” to save the changes made or “cancel” to return to the Practice Account Page

- *Note: The user can also update the “Payment Method” at this page as well. If they switch from Check to EFT, there will be a red pop-up at the top to remind the user to setup their bank account information*

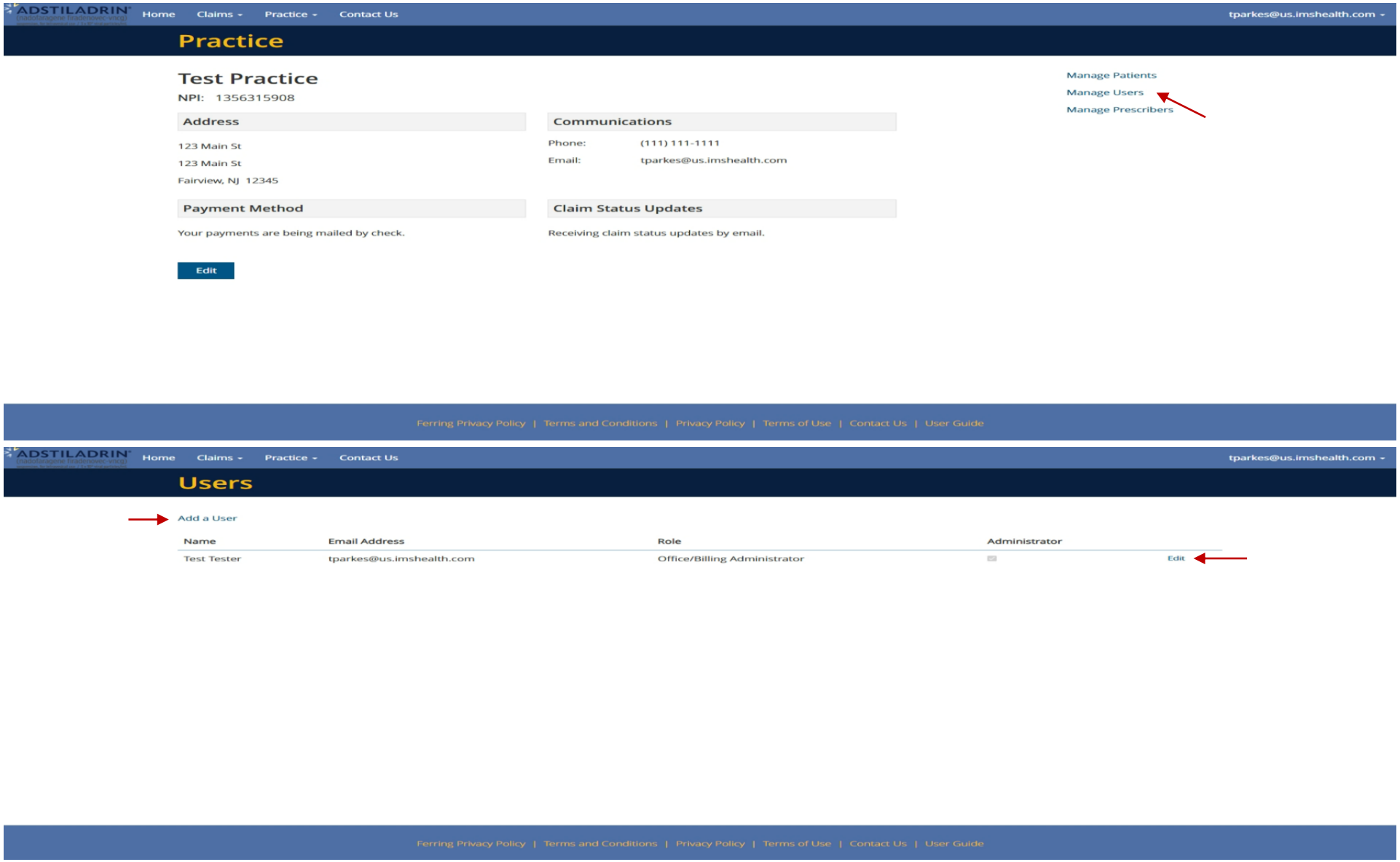
Practice Account Page – Manage Patients





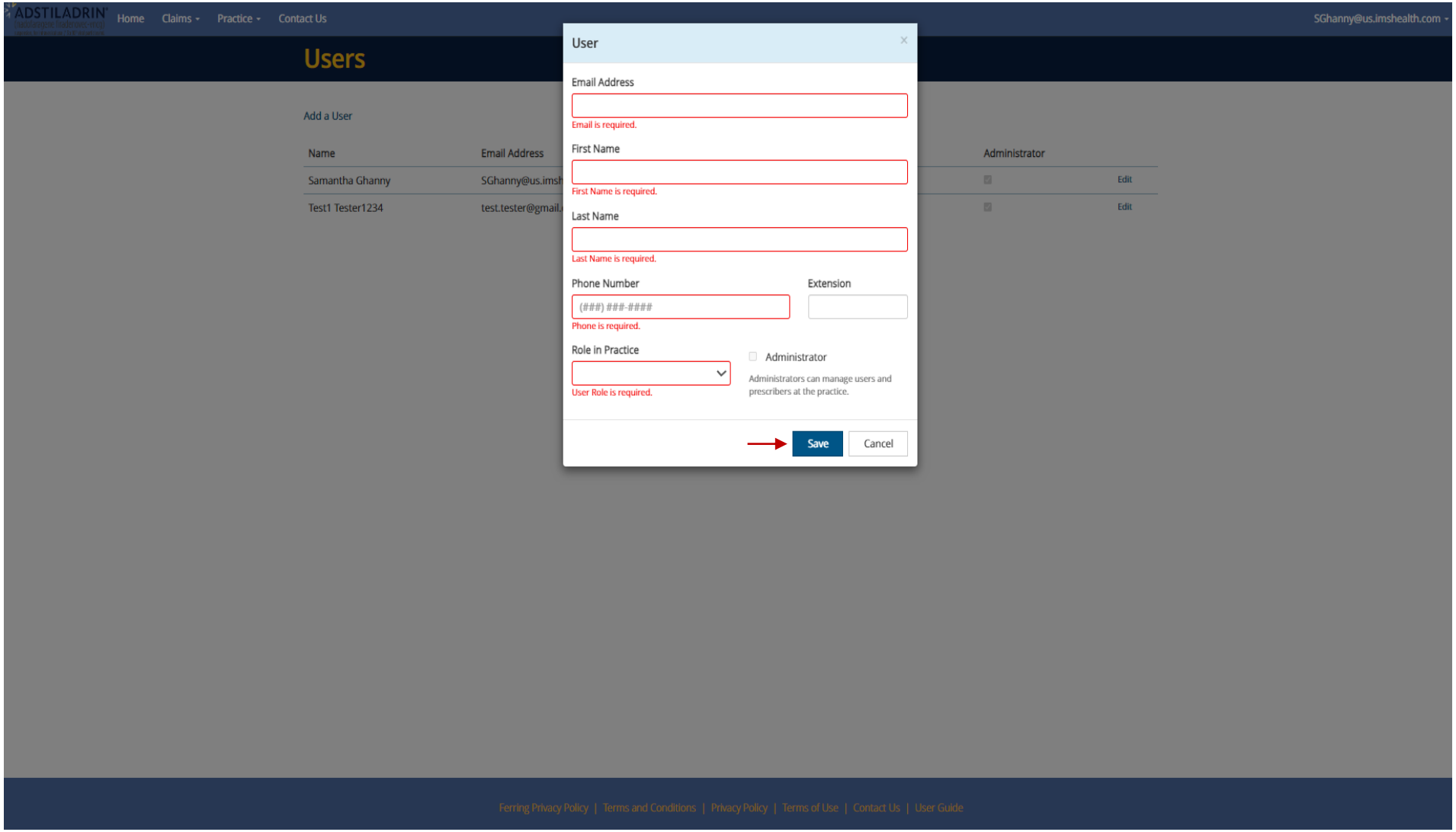
- To manage patients the user will select “Practice” from top menu bar
- Then select “Account”
- Then select “Manage Patients” on the right side
- Then it will take the user the “Patients” page, which will list out all the patients for this account
- The user can either “Search” for a patient or “Add a patient” at this time

Practice Account Page – Manage Users



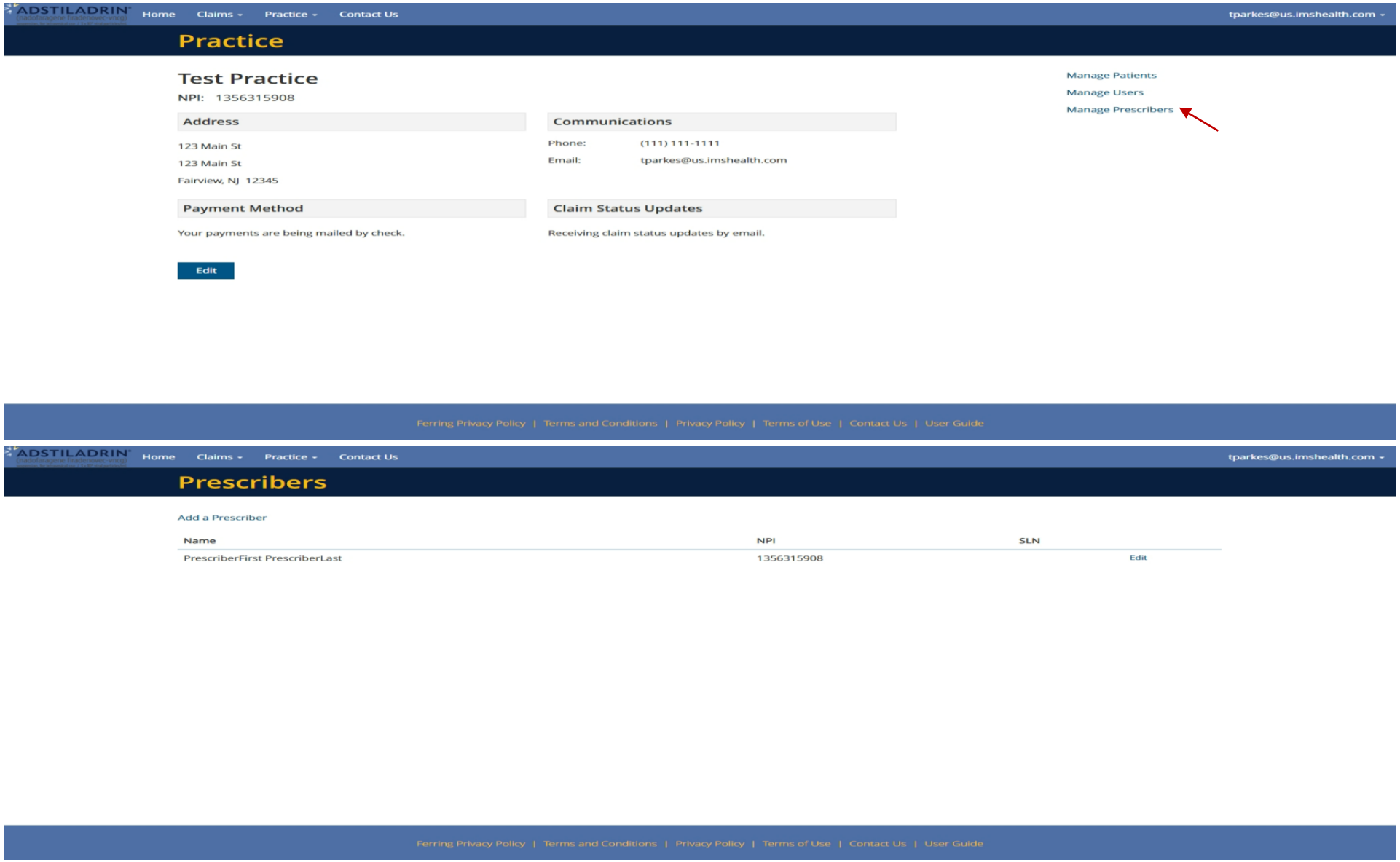
- To manage users the user will select “Practice” from top menu bar
- Then select “Account”
- Then select “Manage Users” on the right side
- Then it will take the user the “Users” page, which will list out all the users that have access for this account
- The user can either “Edit” a user or “Add a User” at this time

Practice Account Page – Add a User



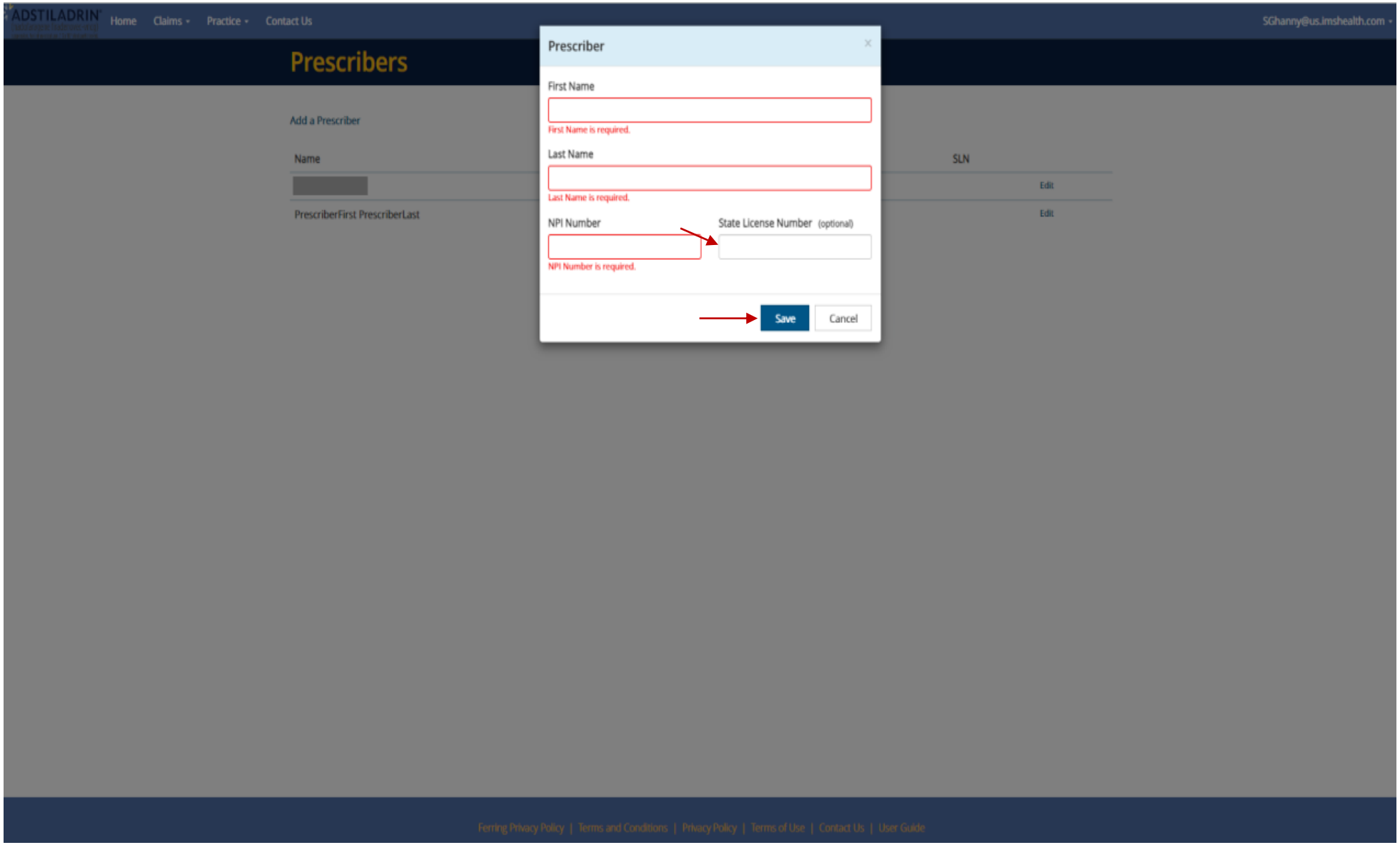
- From the “Account” page, the user will select “Manage Users”
- Then the user will be taken to the “Users” page and can either “Edit” a user or “Add a User”
- To add a new user, complete the required fields, then select “save”
- *Note: Extension and Administrator check box are optional*

Practice Account Page – Manage Prescribers



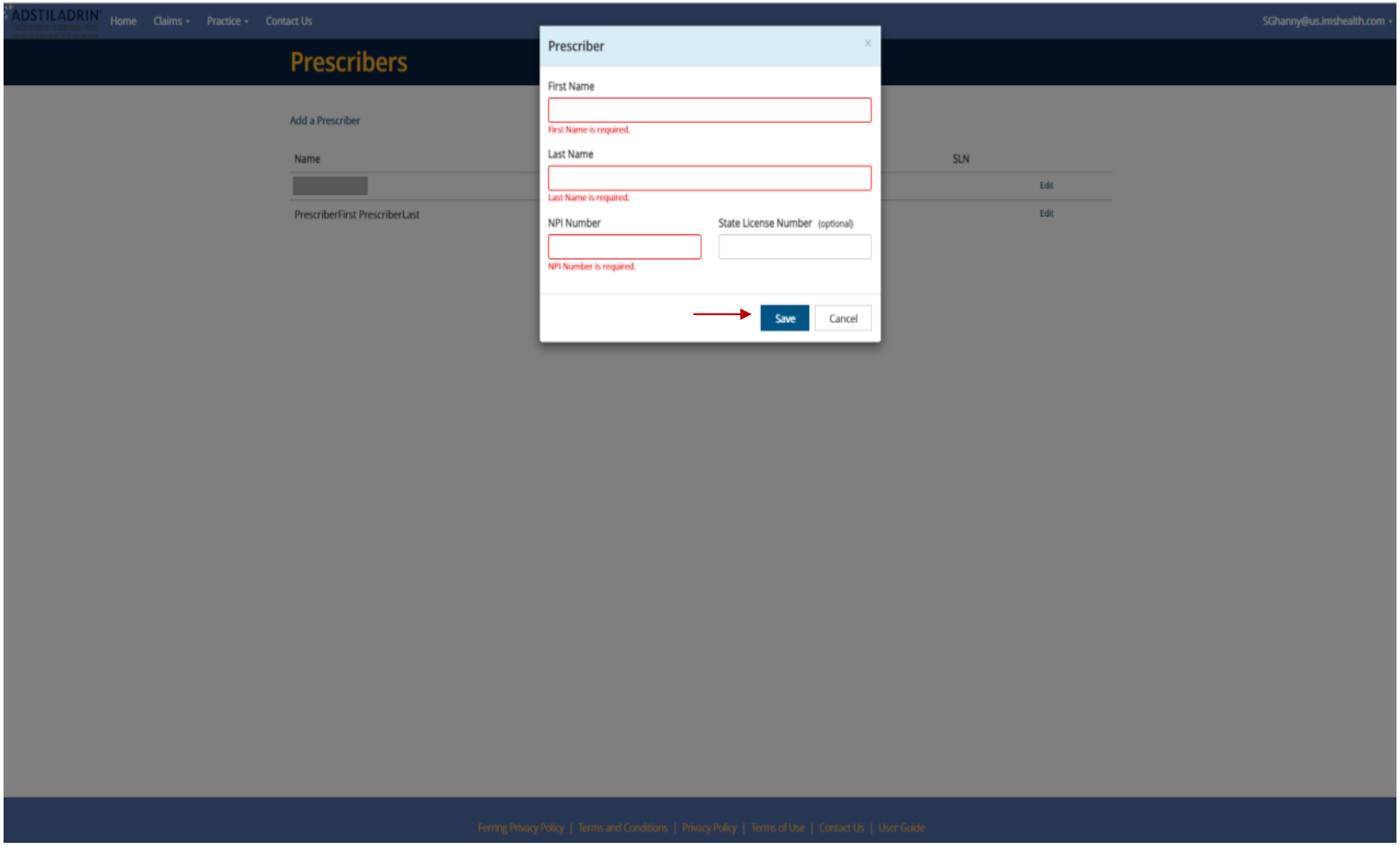
- From the “Account” page, the user will select “Manage Prescribers”
- Then the user will be taken to the “Prescribers” page and can either “Edit” a prescriber or “Add a Prescriber”

Practice Account Page – Edit a Prescriber



- From the “Account” page, the user will select “Manage Prescribers”
- Then the user will be taken to the “Prescribers” page and can either “Edit” a user or “Add a Prescriber”
- To “Edit” an existing prescriber, select on the “Edit” button next to the prescriber name, then complete the required fields, then select “save”
- *Note: State License Number is optional*

Practice Account Page – Add a Prescriber



- From the “Account” page, the user will select “Manage Prescribers”
- Then the user will be taken to the “Prescribers” page and can either “Edit” a user or “Add a Prescriber”
- To “Add” a new prescriber, the user will select “Add a Prescriber” then complete the required fields, then select “save”
- *Note: State License Number is optional*

EFT Payment / Setup

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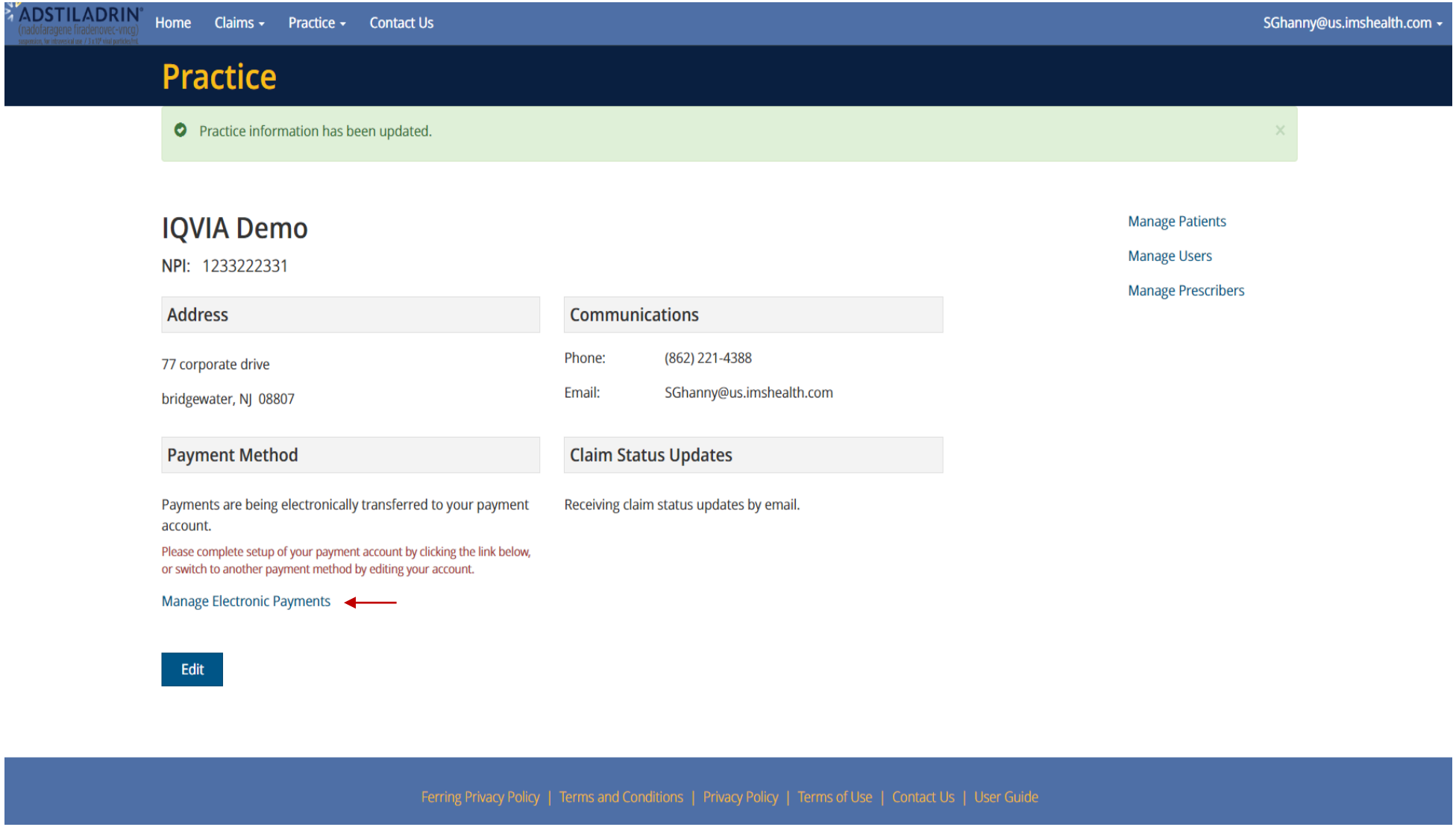
Account Practice - Manage Electronic Payments



From the Practice Account page, if the user selected "Electronic Payment" as their payment method, the user would need to select "Manage Electronic Payments"

Note: It is important that the HCP selects "Manage Electronic Payments" and set up their banking information with Transcard to complete EFT setup

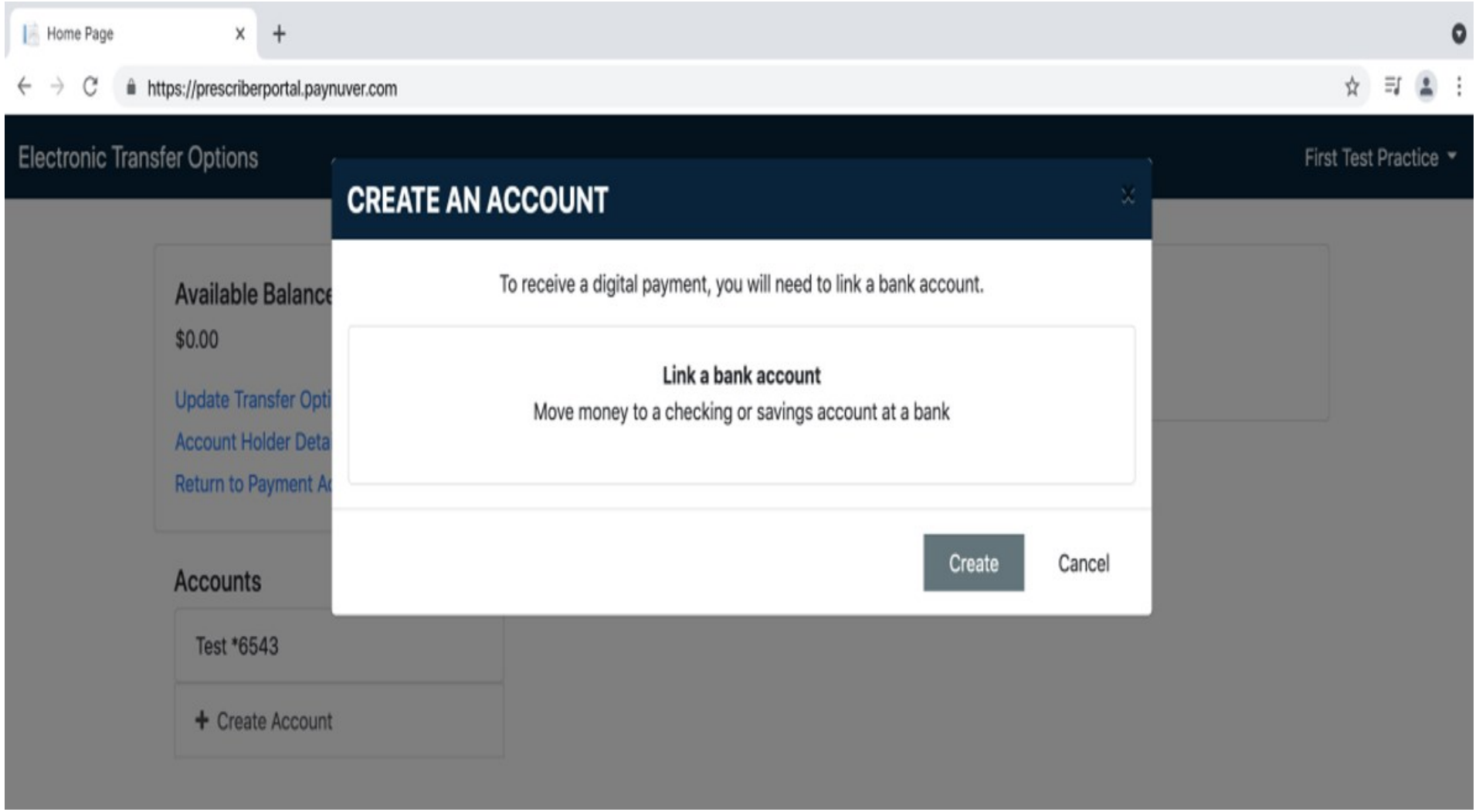
Electronic Payment

For Electronic Payments, the user will be taken to a secure paynuver site to link banking information.

You have the option of submitting payment via check or electronic payment. For information on electronic payment, additional information will be provided.

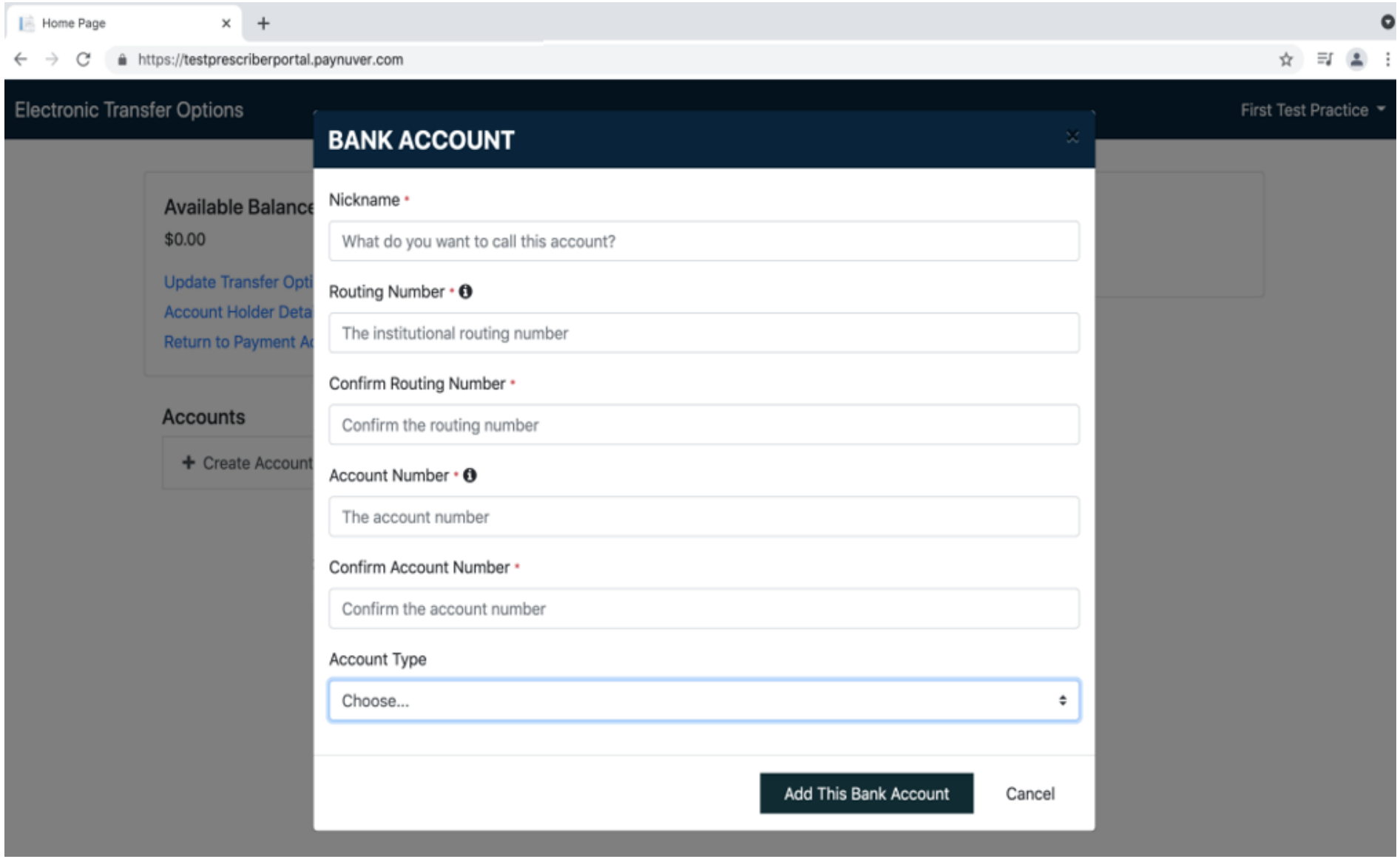
For use by FAMs for training of HCPs and office staff. Not for distribution.

Create An Account – Paynuver



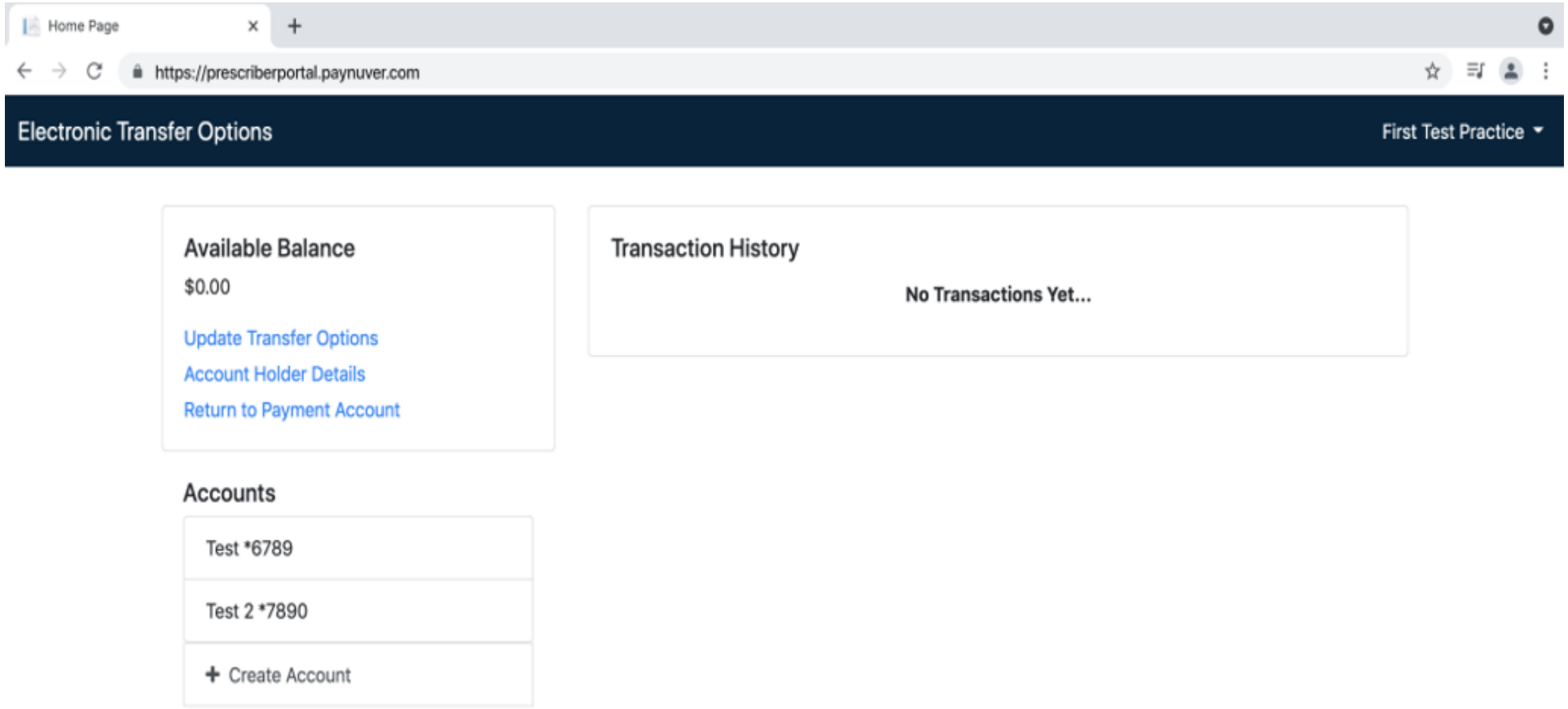
After selecting Manage Electronic Payments on the Adstiladrin HCP Portal the user will be directed to paynuver to create an account. The user will be prompted to select Link a bank account and then select Create

Bank Account Setup



The user will be prompted to fill in account details to add the bank account

Electronic Transfer Options



From the Electronic Transfer Options page, the user can add additional accounts and view transaction history.