## PfizerCopay.com User Guide for Healthcare **Providers (HCPs)**



### Introduction -

- Welcome to PfizerCopay.com. This user guide introduces you to the features of the Pfizer Co-Pay Portal, reviews details for navigating it, and addresses the most frequently asked questions.
- The Pfizer Co-Pay Portal allows HCPs and specialty pharmacies to register and enroll eligible patients in Pfizer co-pay assistance programs. Patients can also self-enroll, submit claims, and see claim and payment status.

## How an HCP Can Register

Registering your practice is the first step to establishing secure access to the HCP co-pay portal. Once registered, you will use your unique login and password to access the HCP co-pay portal and perform actions regarding enrollment and co-pay claims submission.



Visit <u>www.PfizerCopay.com</u> and select the "Healthcare Provider" button

Pfizer

Select "Register Your Practice" to begin

**Create Practice Account** 

Additional Users



Complete the required fields on the "About You" page, including your contact information and role in the practice. Two activation emails will be sent to the email address provided on this page. The email address you enter will be the primary email address used for communications from the program

Scan this code to get started



### You will need the following information in order to successfully register your practice:

- User information, including email address (you may add additional users at a later date)
- Practice location
- Prescriber licensing
  - Identifier (NPI)\*
  - O State License Number
  - O National Council for

	You can add up to	You can add up to three additional users at this practice, or skip this step and add more users after your account is activated.				
	Name	Email Address		Role	Admin	
	Donald Duck	donaldduck@gmail.com		Other		Edit
	Add a user 🛛 🗲					
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	Phone Number	Extension	require	d fields in	the "User"	" pop-up.
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		Save Cancel				

## PfizerCopay.com User Guide for HCPs (continued)



From: noreply@PfizerCopay.com <noreply@PfizerCopay.com Sent: Tuesday, November 9, 2021 9:58 AM

To: Doe, John <john.doe@email.com> Subject: Activate Your Pfizer Injectables HCP Co-Pay Portal Accou

> Your practice has been validated for access to the Pfizer Injectables HCP Co-Pay Portal powered by <u>www PfizerCopay.com</u>. Please click the button below to activate your account and start submitting claims.

> If you're having trouble clicking the activation button, copy and paste the URL below into your web browser.

http://uat.opushealth.com/PfizerInjectablesBuyAndBill/Home/ActivateAccount? username=john.doe@email.com&code=133217867352126193207185504 3231405813311524054158277513925391100

Please do not reply to this message, which was sent from a no-reply email address.

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**Pfizer** 

Dear John,

Activate User

Thank you, PfizerCopay.com Team

### Once you complete the steps to register, the program will send 2 emails from <u>noreply@PfizerCopay.com</u>.

- 1. The first email confirms that your registration is being processed and that validation will be received within 2 business days
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- 2. The second email confirms that your practice has been validated and contains a link to activate your account
  - The Pfizer Co-Pay Program will make 3 attempts to contact you via email to complete the registration before you will need to re-register. If you are not receiving emails from the co-pay program to your inbox, please check your spam folders or contact an Access Counselor for assistance
- Once a valid account with a username and password is created and registration is complete, a confirmation email will be sent to confirm that the account is active

## How a User Can Enroll Patients

Once an account is active, users must create a patient profile in the HCP co-pay portal in order to submit a claim on the patient's behalf.

<ol> <li>From the Home Page, select the "Practice" drop-down and select "Patients"</li> <li>On the "Patients" page, select "Add a Patient," and complete the requested information</li> </ol>	You will need the following information to enroll a patient:
<ol> <li>In the "Does the patient need to enroll in the co-pay program?" section, click "Yes," then select the prescribed product in the "Co-Pay Card GRP #" drop-down menu</li> <li>Review the consents and attestations</li> </ol>	<ul> <li>Patient's name</li> <li>Date of birth</li> <li>Contact information</li> </ul>
<ol><li>Click the check box to indicate that you agree with the statements; depending on the product prescribed to the patient, certain exclusions may apply</li></ol>	Optional/Recommended:
3 A green check box will confirm that the patient's profile has been successfully created	<ul> <li>Email address</li> <li>Pharmacy benefit insurance information</li> </ul>

Patient			
First Name	Last Name		Does the patient need to enroll into the copay program?
Date of Birth	Gender		Co-pay Card GRP #
MM/DD/mmy		~	Y
Street Address			Co-pay Card ID #
			*****
Address Line 2 (optional)			Insurance B(N (optional)
City			Insurance Group (optional)
State ZiP			Insurance PCN (optional)
	· 888	harar	
Phone		Home O Mobile	
(202) 222-0222			
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Terms and Conditions be	low.		
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Pfizer	Home	Claims <del>-</del>	Practice +	Contact Us			
	Patient						
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## How a User Can Set Up Payment Methods -

Once an account is active, portal users can choose either check or electronic funds transfer (EFT) as their reimbursement method.

	Sepfizer Home Chilms · Practice · Contact Us				
1 Io manage your	Practice				
navigate to Practice > Account > Payment Method > Edit You will	Doctors Office NPI: 9876543210 Address	Communications	Manage Patients Manage Users Manage Prescribers		
be able to select "Check"	123 Main St. Anywhere, FL 12345	Phone: (555) 555-5555 Email: John.doe@email.com			
	Payment Method				
Payment Method section	Payments are being electronically transferred to your payment account.				
2a Users who select "Check" as their reimbursement	Edit				
method will receive their check within 14 days of an approved claim submission and it will be mailed to the	, ,	92022 Phoen Inc. All rights reserved flar Co-pup Program Terms and Conditions   Phoer Phuay Policy Phuag Policy   Terms of USe   174Q   Contact Us PP RTL USA 0316			

2b Users who select "Electronic" for EFT as their reimbursement method will need to complete a few additional steps

- 1. Click "Manage Electronic Payments" to set up an electronic payment account. The user will be redirected to a third-party banking site and will be prompted to enter a bank account
- 2. Click "Link a Bank Account," then hit "Continue"
- 3. Enter the account information into the fields
- 4. Click "Continue." Users will receive confirmation that the account setup was successful
  - Please allow up to 3 business days after the claim is approved to receive EFT payment



registering

In order to receive reimbursement directly to their account, users must initiate the **first transaction**. Users should navigate back to the banking site by returning to their account via the process above, and click "Manage Electronic Payments." On the banking site's home page, users will see a list of all payments issued. Click the button at the bottom of the screen to approve the transfer. **Once the first transfer has been initiated, all future payments will be automatically deposited to the user's account**.

EFT is recommended to avoid payment delays and the risk of lost checks.

You will need the following information to set up EFT:

Routing number

Account number

# PfizerCopay.com User Guide for HCPs (continued)



## How a User Can Review Payments Received -

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Portal users also have the ability to review previous payments made to their practice.

### For Check Payments



To view your payment history in the Pfizer Co-Pay Portal, navigate to **Claims > Payment History**. You will be able to search payments made to the practice either by check number or date range

fizer Home Claims - Practice - Contact Us	john doe@email.com
Paym Submit a Claim Claim History	
Enter a check number to see payment details, or enter a start and end date to	see a list of payments in that range.
Check Number	O Start Date
	11/26/2021
	End Date
	12/10/2021
Search	
Plizer Co-pay	600022 Prizer Inc. All rights reserved organ Terris and Conditions   Plizer Privacy Policy
Prior	Policy   Terms of the   FAO   Contact Us

#### Using the check payment history feature, you will be able to see the:

- Amount paid
- Date of service
- Patient name
- Patient date of birth
- Co-pay card group number
- Co-pay card ID number associated with your checks from the co-pay program

### For EFT Payments

To view your payment history in the Pfizer Co-Pay Portal, navigate to **Practice > Accounts > Manage Electronic Payments**. The user will be redirected to a third-party banking site where they will be able to see patient names associated with payments.

fer Options			10	
Available Balance	Transaction History			
S0.00 Update Transfer Options	Name	Amount	Created	Balance
My Details Return to Patient Portal	Automatic Disbursement from PA to ACH Transfer SAME DAY	(\$2.00)	08/30/2021 09:39 AM	\$0.00
Accounts	Payment for Claim# 91065752[Rx# 000824217013]Fill Date 20210824 Patient JOHN DOE	\$2.00	08/30/2021 09:39 AM	\$2.00
TroyACH 1234 + Create Account	Automatic Disbursement from PA to ACH Transfer	(\$1.00)	08/27/2021 01:26 PM	\$0.00
	Payment for Claim# 91028473 Rx# 000826217013 Fill Date 20210825	\$1.00	08/27/2021 01:26 PM	\$1.00
	Automatic Disbursement from PA to ACH Transfer	(\$45.00)	08/25/2021 01:25 PM	\$0.00
	Payment for Claim# 90967506 Rx# 000801217013 Fill Date 20210801 Patient JOHN DOE	\$45.00	08/25/2021 01:24 PM	\$45.00
	Showing 1 to 6 of 6 entries		Previous	1 Next

# PfizerCopay.com User Guide for HCPs (continued)



## How a User Can Submit Claims

From the Home Page, click the button to "Submit a Claim" Patient already enrolled? If the patient is already enrolled in the co-pay program, users must first search for the patient's profile using the "Find a Patient" function Patient not enrolled? If the patient has not enrolled in the co-pay program, the user can enroll the patient by selecting "New Patient" Pfizer Home Claims - Practice - Contact Us john.doe@email.com Submit a Claim Prescriber Patient New F atient Need help? Call Customer Support (800) 555-4820 Q John Doe 8:00 AM-8:00 PM ET Mon-Fri Please attach the EOB Attach File Please attach the Pfizer Co-pay Claim Form, CMS 1500, or UB 04 Attach File Submit 3 On the "Submit a Claim" page, users will attach the Explanation of Benefits (EOB), and either the Pfizer Co-Pay Claim Form, CMS-1500 or UB-04, and click "Submit" Confirm that the address provided on claims submission documents match Once the claim has been successfully submitted, users will be provided a confirmation number. Status of submitted claims can be monitored on the home page Pfizer Home Claims - Practice - Contact Us Claim Submitted The claim has been successfully submitted. The confirmation number is 125175. You will be notified once the claim is approved.

## Additional Support

If you have questions about the HCP co-pay portal or would like to know more about other patient support options available through Pfizer enCompass<sup>®</sup>, Pfizer Oncology Together<sup>®</sup>, Pfizer Gaucher Personal Support (GPS<sup>®</sup>), or Pfizer GeneTogether<sup>™</sup>, please contact an Access Counselor for assistance. Call or visit, Monday-Friday 8 AM-8 PM ET:

Program	Phone Number	Website
Pfizer enCompass	1-844-722-6672	www.PfizerenCompass.com
Pfizer Oncology Together	1-877-744-5675	www.PfizerOncologyTogether.com
Pfizer Gaucher Personal Support (GPS)	1-855-353-5976	www.elelyso.com/personal-support
Pfizer GeneTogether	1-888-733-2030	www.PfizerGeneTogether.com

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