PfizerCopay.com User Guide for Healthcare Providers (HCPs)

Pfizer

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.

1 Visit www.PfizerCopay.com and select the "Healthcare Provider" button

Scan this code to get started

2 Select "Register Your Practice" to begin

3 Complete the required fields on the "About the Practice" screen

4 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

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 information

☐ Prescriber licensing information
  - O Practice National Provider Identifier (NPI)*
  - O State License Number (optional)
  - O National Council for Prescription Drug Programs (NCPDP) for pharmacies

* Prescriber NPI should be provided if the physician is requesting payment directly

5 If needed, portal users assigned as administrators can add up to 3 additional users, including prescribers, at your practice. Users can be added during the registration process by clicking "Add a User" and completing the required fields in the "User" pop-up. Administrators can also manage users and prescribers at the practice after account activation by navigating to **Practice > Users**

6 Once you complete the steps to register, the program will send 2 emails from noreply@PfizerCopay.com.

1. The first email confirms that your registration is being processed and that validation will be received within 2 business days

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
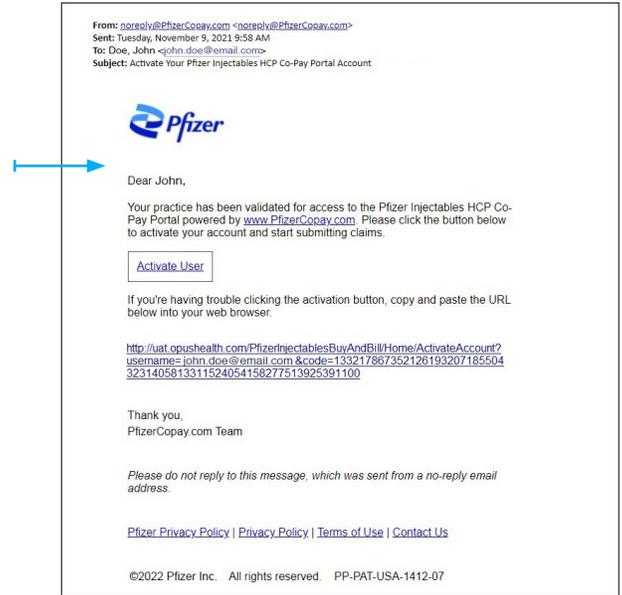
7 Once a valid account with a username and password is created and registration is complete, a confirmation email will be sent to confirm that the account is active

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 Account

Dear John,

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

[Activate User]

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 32314058133115240541582775139253911 00

Thank you,
PfizerCopay.com Team

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

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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.

1 From the Home Page, select the "Practice" drop-down and select "Patients"

2 On the "Patients" page, select "Add a Patient," and complete the requested information

1. 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

2. Review the consents and attestations

3. Click the check box to indicate that you agree with the statements; depending on the product prescribed to the patient, certain exclusions may apply

3 A green check box will confirm that the patient's profile has been successfully created

**You will need the following information to enroll a patient:**

☐ Patient's name
☐ Date of birth
☐ Contact information

Optional/Recommended:

☐ Email address
☐ Pharmacy benefit insurance information

PfizerCopay.com User Guide for HCPs (continued)

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.

1 To manage your payment method, navigate to **Practice > Account > Payment Method > Edit**. You will be able to select "Check" or "Electronic" in the Payment Method section

2a Users who select "Check" as their reimbursement method will receive their check within 14 days of an approved claim submission and it will be mailed to the address entered when registering
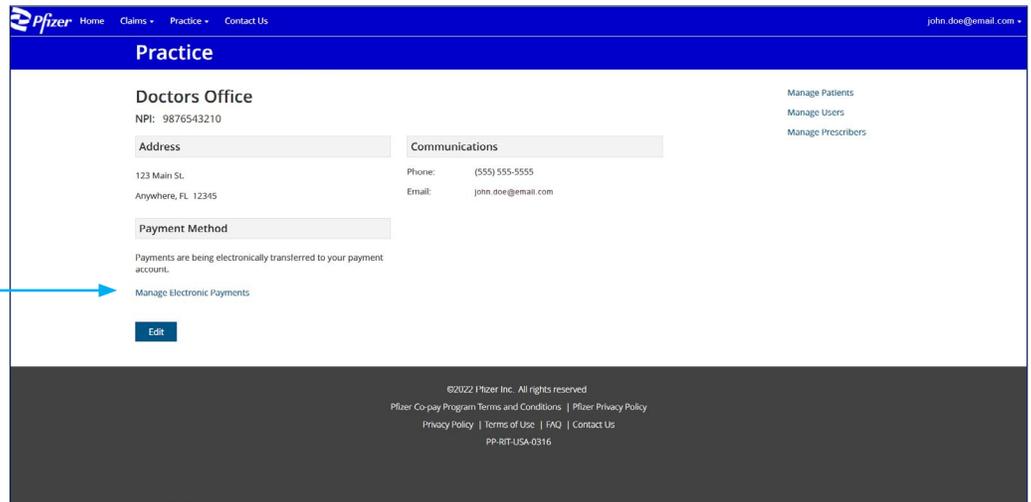
2b Users who select "Electronic" for EFT as their reimbursement method will need to complete a few additional steps

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

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

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.**

How a User Can Review Payments Received

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

For Check Payments

1 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
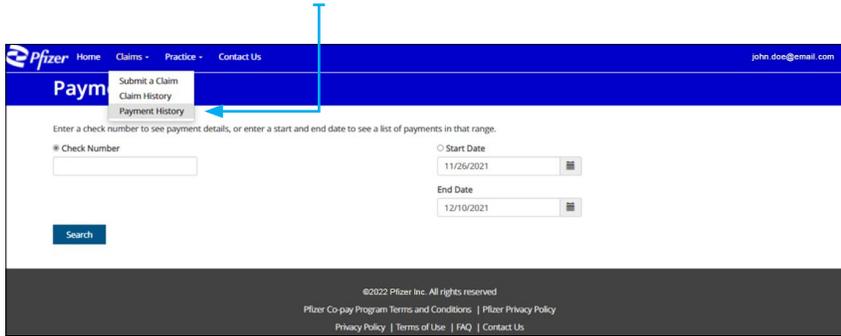

Using the check payment history feature, you will be able to see the:

- ☐ 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

1 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.
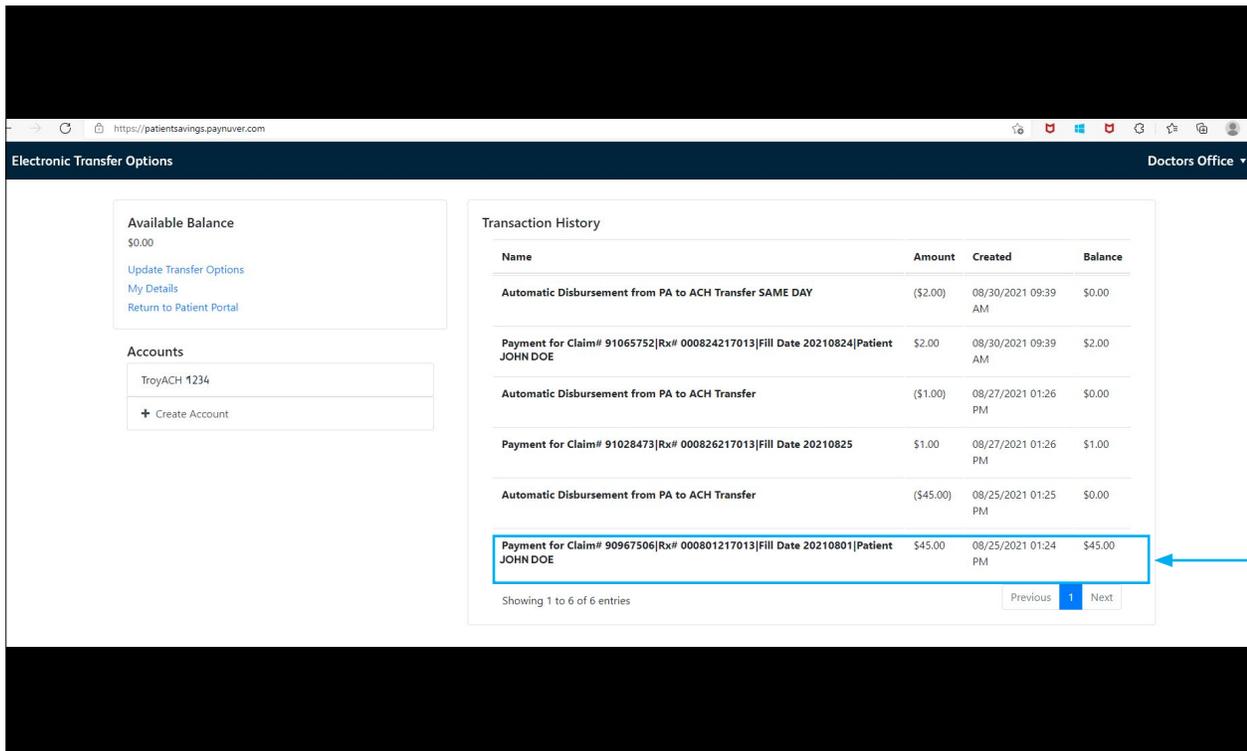
How a User Can Submit Claims

1 From the Home Page, click the button to "Submit a Claim"

2a **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

2b **Patient not enrolled?** If the patient has not enrolled in the co-pay program, the user can enroll the patient by selecting "New Patient"

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

4 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

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®, Pfizer Oncology Together®, Pfizer Gaucher Personal Support (GPS®), or Pfizer GeneTogether™, please contact an Access Counselor for assistance. Call or visit, Monday-Friday 8 ᴀᴍ-8 ᴘᴍ 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