Pfizer enCompass®
Provider Portal Quick Guide

Introduction

The Pfizer enCompass Provider Portal offers secure online reimbursement and patient support for providers treating patients with Pfizer products. The provider portal includes information about all of your patients enrolled in Pfizer enCompass.

Register to access key features available through this provider portal:

Online patient enrollment for Pfizer enCompass reimbursement and co-pay assistance for eligible commercially insured patients

Electronic benefit verification (eBV) for all your patients enrolled in Pfizer enCompass

Secure messaging with Pfizer enCompass

Availability to view your patient's information and status any time

This quick guide provides information on how to register for the portal, how to get started, and resources available within the Pfizer enCompass Provider Portal, including training and support.

Visit **www.pfizerencompassonline.com** to get started

How to Register

Registration for the Pfizer enCompass® Provider Portal is the first step to establish secure access to the provider portal and requires only a few steps. Once registered, the healthcare professional (HCP) will use their unique login and password to access tools designed to help with patient support and access to therapy.

1. Go to www.pfizerencompassonline.com

2. In the "Sign up" box to the right, input required fields and select the "Sign up" button

3. You will receive an email with an activation link from cp260noreply@cardinalhealth.com. The activation link is only valid for 7 days

4. Select the activation link from the email

5. Set your password and security question

6. The Getting Started page will be displayed. Select "Continue" to manage the prescribers associated with your account in order to view and perform services for patients in your office

Required Registration Information

1 Your name

2 Email address

3 Phone number

4 Prescriber NPIs to associate to your account

From the Manage Prescribers page:

1. Search for providers by name, NPI, or location to add them to the account

2. After adding a prescriber, a validation code will be faxed to the site fax number listed. If no fax number is available, a form will be provided for download

3. You will receive an account validation email after you verify prescribers associated with your account. You may continue to add prescribers while you wait for the fax containing the access code to validate each prescriber you add

4. Once you have added and verified at least one prescriber, menu items from the left-hand navigation panel will become available to access services and view patients

TIP: If there is a delay receiving the fax, try logging out, logging in, then return to the "Manage Prescribers" page

NOTE: You will only receive a validation email for the first prescriber you verify for your account using the fax activation code method. You will not receive any email for any subsequent providers verified

To complete your prescriber verification electronically, you must have access to the fax number for the prescriber record you select. If no fax is available when selecting the prescriber, you will need to select the option to "Download validation form," provide the required information, and fax it back to Pfizer enCompass.

How to Enroll Patients

Registered users with at least one verified prescriber associated with your account can enroll patients for Pfizer enCompass® reimbursement and patient support. Supporting documents can also be submitted in the provider portal using the Secure Message Center feature once the patient has been successfully enrolled.

1	**Once logged in, select "ENROLL NEW PATIENT"**
2	**Fill out the required fields (denoted by an asterisk) on the "Select Product," "Patient Information," "Contact Information," "Select Prescriber," "Select Diagnosis," and "Healthcare Provider and Consent to Receive Communications" pages. After completing each page, select the "Next" button to navigate to the next page**
3	**Capture the patient's authorization to share health information and the patient's consent to receive communications if the patient is present in the office, or send an email to the patient so they can complete the authorizations electronically from the Pfizer eConsent site. The patient authorization step is not required and can be bypassed using the "Skip for now" link at the bottom of the page**
4	**Provide and confirm the prescriber's name on the "Healthcare Provider and Consent to Receive Communications" page. By doing so, you are sending the enrollment to Pfizer enCompass® with an electronic signature**
5	**Initiate an eBV after completing the enrollment for a new patient by selecting "Run Benefits Investigation"**

NOTE: If the user selects the "Save and Quit" option, any incomplete form will be listed on the Dashboard with the link for "Enroll Patient." You can click this link to return to the "Enroll New Patient" module to complete the enrollment. The patient's name will remain on the Dashboard until the enrollment has been successfully submitted

How to Use the Patient List

Within the provider portal, registered users may view all of their enrolled patients (whether the patient was enrolled electronically, by fax, or by phone) in Pfizer enCompass®. Select the "Patients" menu item to see the following information for each patient:

Patient name: Patient last name, patient first name, date of birth	**Brand name: Pfizer product being used to treat the patient**
Prescriber name	**Patient journey status**

eBV

The portal allows the convenience of online, real-time access to Pfizer enCompass support and resources through electronic submission of requests for a variety of program support, including eBVs.

For HCPs who prefer a more self-service approach, an eBV may be completed on the provider portal.

Support for the Provider Portal

As part of the support offered by Pfizer enCompass, Field Reimbursement Managers (FRMs) are available to assist HCPs with understanding how to use portal features and to answer any questions, or contact Pfizer enCompass by phone at 1-844-722-6672, Monday to Friday, 8 AM–8 PM ET.

FRMs and Pfizer enCompass Access Counselors are also available to provide the following assistance:

- Local and regional payer coverage updates
- Billing, coding, and reimbursement education
- Payer specialty pharmacy network requirements
- Patient insurance benefit verifications

- Medical necessity requirements
- Prior authorization assistance
- Claims submission and appeals assistance
- Co-pay assistance for eligible, commercially insured patients

Phone: 1-844-722-6672
Monday to Friday, 8 AM–8 PM ET

Fax: 1-844-482-4482

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