

## HELPFUL TIPS TO ENHANCE YOUR CO-PAY RELIEF PROGRAM EXPERIENCE!

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**Application Process** - A thorough review of the completed application packet, in its entirety, is necessary before a final determination of acceptance for assistance can be made. **To expedite the application process**, please upload or fax the completed application along with the supporting documents at the same time as we cannot begin the review process until all information has been received. We process applicants on a first come first serve basis in the order in which their completed application is received. **Note:** If you are a patient, provider, or pharmacy who submitted an application via our website, you may re-enter the portal and check the status of the application. If you have already submitted an application, whether by mail, fax or online - **it is not necessary to re-submit another one**. Please note that each application submission has a unique bar code and the applications are not interchangeable.

**Points of Entry via the online services** - We offer a secure website for patients, medical providers and pharmacies to enroll patients electronically. Please register on the appropriate online services.

- If you are a pharmacy, choose "**Online Services for Pharmacies**" which will allow you to manage multiple patients.
- If you are a medical provider, choose "**Online Services for Providers**" which will allow you to manage multiple patients.
- If you are a patient, caregiver or family members, choose "**Online Services for Patients**" which will allow one entry.

**Faxing and Uploading Documents** - If you have already faxed or uploaded a document please know that it did make it to us! It is not necessary to re-fax or upload the document a second time as this causes a significant delay in processing. Please allow some time as any files uploaded will not reflect instantly. **Note:** The patient's unique bar coded coversheet should be utilized when submitting electronically or by faxing supporting documents that do not have a bar code.

**Expenditures for Payment** - It is necessary to complete a proof of expenditure (POE) form each time claims are submitted for payment. **Multiple dates of service may be included on one proof of expenditure form**. Along with the submission of this completed POE form also provide a copy of the proper supporting documentation. **Note:** If you are a patient, provider, or pharmacy who applied through our website, you may re-enter the portal and submit POE's electronically.