Janssen CarePath

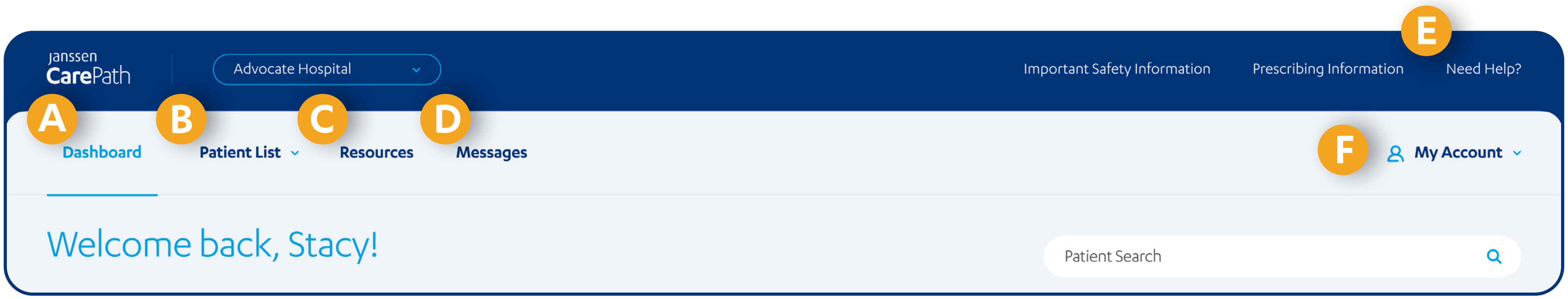
Janssen Provider Portal User Guide

Introduction

Welcome to the Janssen Provider Portal, another way for Janssen to help you help your patients get started and stay on track with their prescribed Janssen medication.

This User Guide will show you what the Janssen Provider Portal provides and how to navigate the site. As you use the Portal, please note that resources and program offerings can vary by product and, thus, may be different than what is shown here.

Provider Portal Structure



(A) **DASHBOARD** A list of actions needed, status updates, and most recent emails
For more information on the Dashboard, please see page 3

(B) **PATIENT LIST** At-a-glance view of topical patient lists, with extensive filters and sorting options
For more information on the Patient List, please see page 7

(C) **RESOURCES** Helpful reference materials and templates

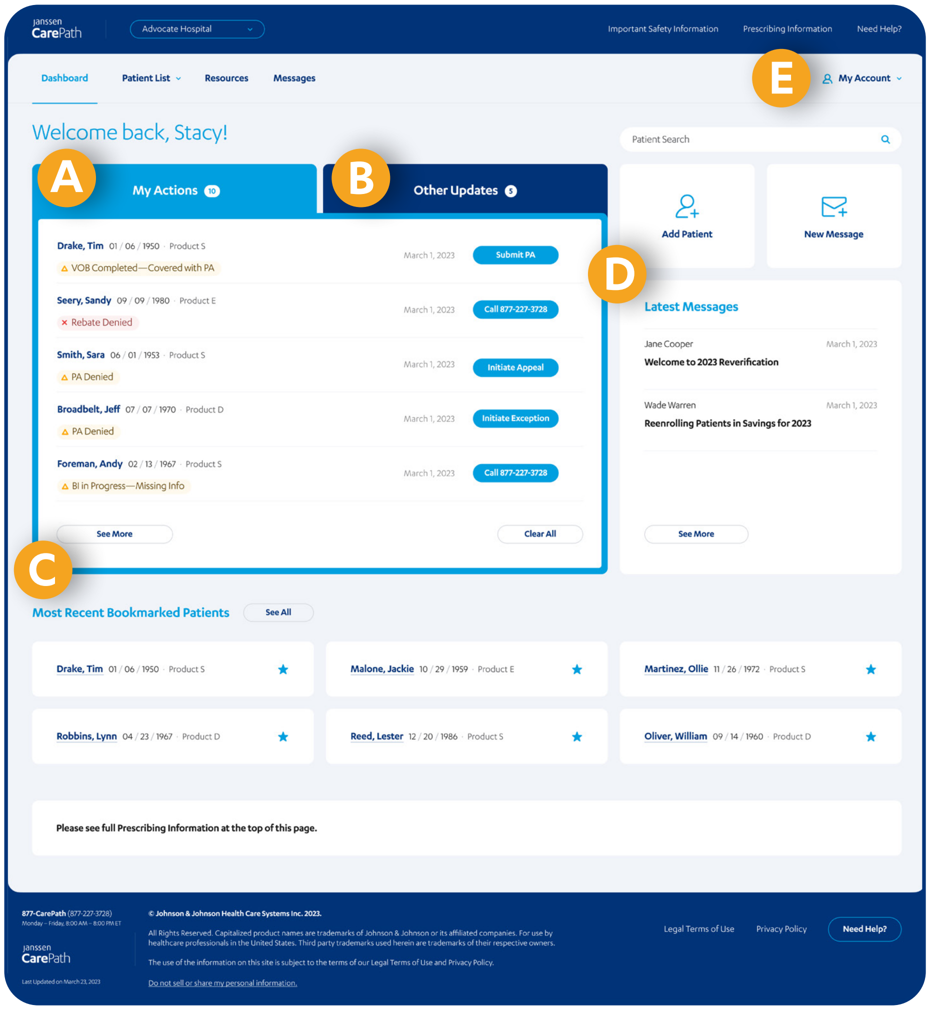
(D) **MESSAGES** Your inbox for all Janssen communications

(E) **NEED HELP?** Support and guidance when you need it
For more information on the Need Help? button, please see page 9

(F) **MY ACCOUNT** Information and settings related to your Janssen account
For more information on the My Account page, please see page 10

Dashboard

The Janssen Provider Portal Dashboard is a consolidated overview of your day-to-day actions and updates. This will be your landing page when you log in to the Provider Portal, giving you immediate access to priority actions and relevant updates based on recent activity.



(A) MY ACTIONS A list of actions needed by you for your patients

- As actions are performed and the system is updated with changes, completed actions will be removed, and new actions will appear as needed

(B) OTHER UPDATES A list of the most recent status updates for your patients

- Updates shown in this section are included only to record progress but do not currently require action from you
- As the system is updated with changes, only the latest status will be shown

(C) MOST RECENT BOOKMARKED PATIENTS Quick access to patients you've bookmarked

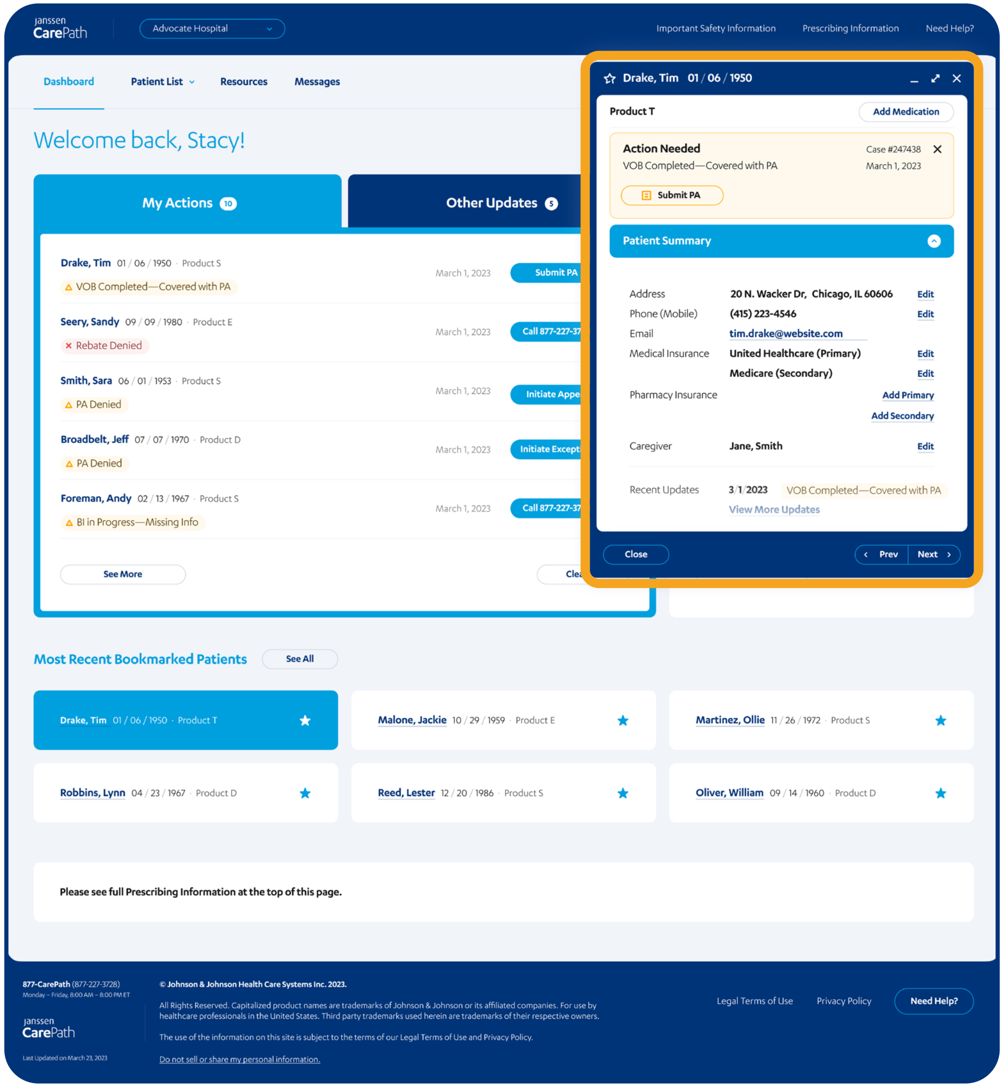
- You can bookmark patients anywhere on the Provider Portal by clicking the star displayed next to the patient's name

(D) LATEST MESSAGES Preview of the most recent messages received in your Janssen inbox

(E) MY ACCOUNT Options related to site management and staff management for this site

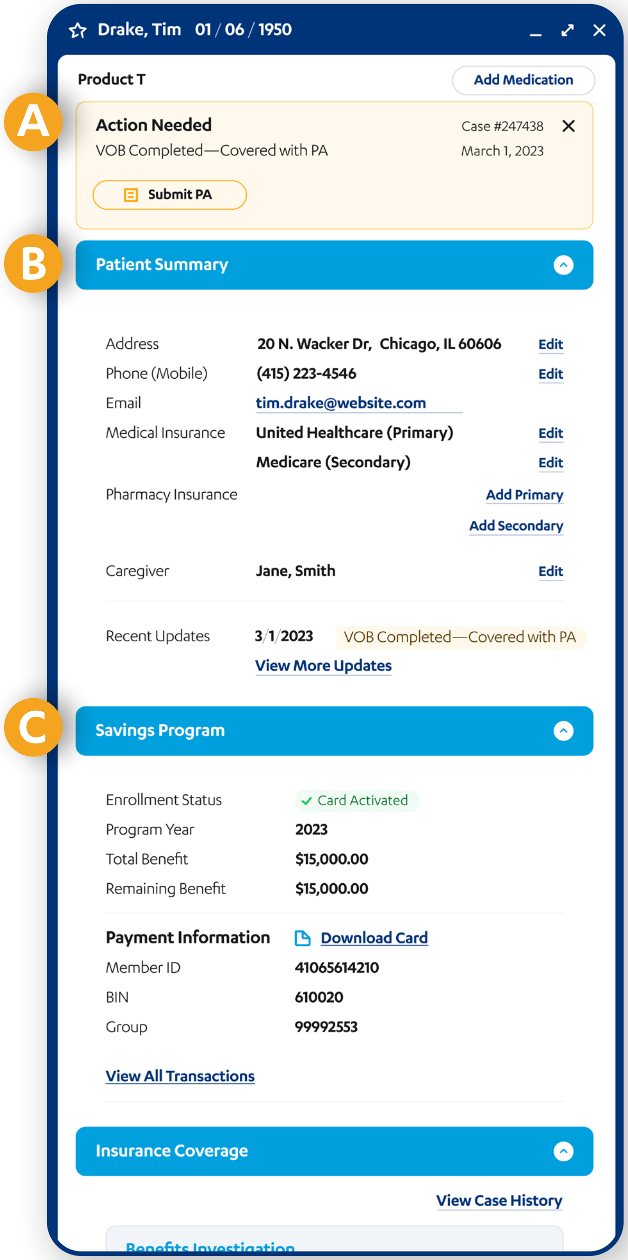
Patient Card

Clicking on a patient's name will open their Patient Card as an overlay to the current tab. The Patient Card provides detail and functionality regarding the patient's demographics, Savings Program enrollment, insurance coverage, and other related treatment support.



NOTE: Each Patient Card is broken down by medication. If the patient is prescribed more than one Janssen medication, you can click on the names of the medications underneath the patient's name on the Patient Card to access the relevant information.

Patient Card (cont'd)



Ⓐ **ACTION NEEDED** Actions that are needed by you for the patient will appear at the top of the Patient Card

- These are the same actions as those displayed on the My Actions tab on the landing page and the Patient List. They will be removed as the action is taken and the system updates. If there are no actions needed for the patient, nothing will show here on the Patient Card

Ⓑ **PATIENT SUMMARY** Overview of patient information, including address, contact information, medical insurance details, pharmacy insurance details, and information about their caregiver(s)

- All of the above can be edited from the Patient Card
- This section also contains a record of all recent updates pertaining to this patient

Ⓒ **SAVINGS PROGRAM** Overview of the patient's Savings Program enrollment

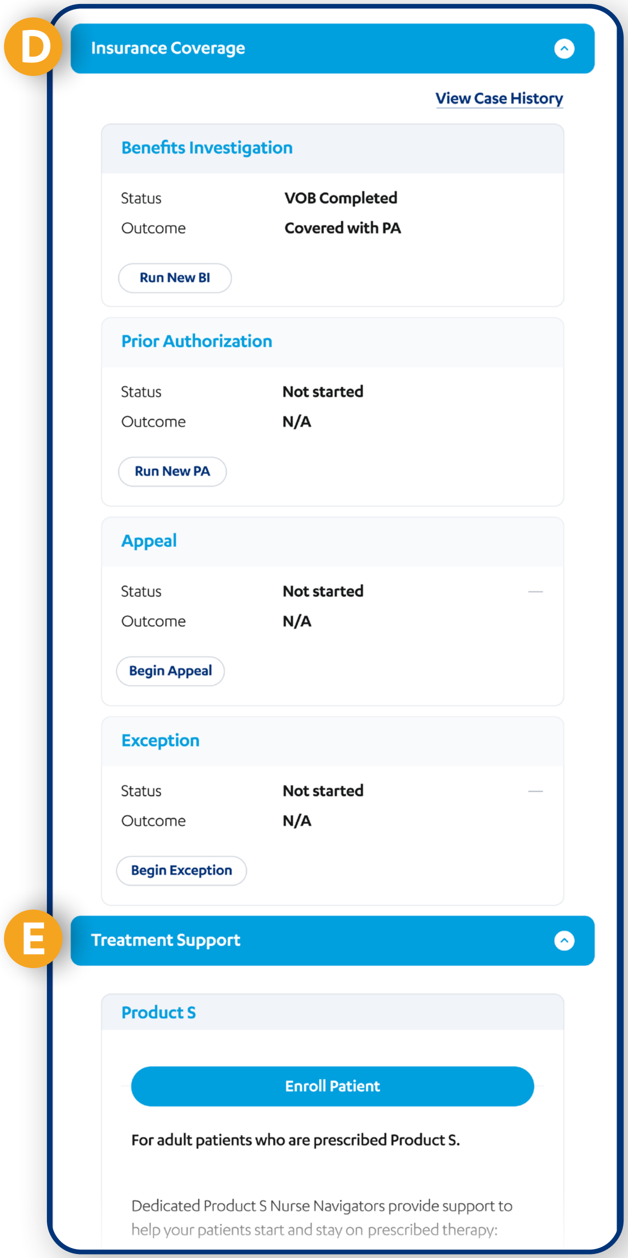
For Medical Benefit Products

- Details include enrollment status, program year, total benefit, remaining benefit, funds on card, AOB status, and rebate preference
- Ability to submit a rebate and view all Savings Program transactions

For Pharmacy Benefit Products

- Details include enrollment status, member ID, BIN and group number, total benefit, and remaining benefit
- Ability to view all Savings Program transactions

Patient Card (cont'd)



(D) **INSURANCE COVERAGE** Overview of information related to the patient's insurance

Benefits Investigation (BI)

- Status and Outcome readouts
- Ability to run new BI, and depending on product, set up recurring BI
- Ability to view Verification of Benefits (VOB) details

Prior Authorization (PA)

- Status, Outcome, and Expiration Date
- Ability to run new PA
- PA monitoring, including outcomes for PAs ran externally

Appeal

- Status and Outcome
- Ability to run an Appeal
- Appeals process research
- Letter of Medical Necessity template

Exception

- Status and Outcome
- Ability to run an Exception
- Exception process research
- Letter of Exception template

(E) **TREATMENT SUPPORT** Support Programs available to the patient (availability varies by product)

- Nurse Navigator
- Appointment reminders
- Pill reminders

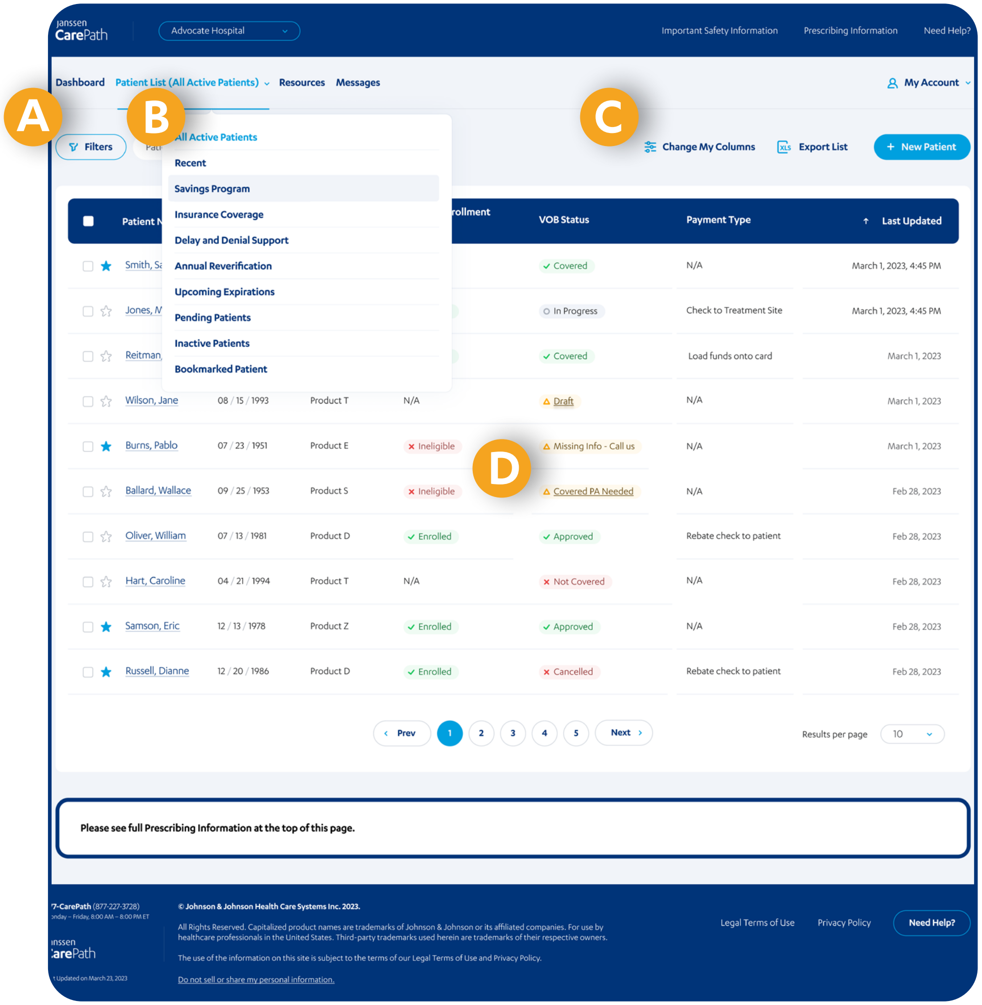
Patient Lists

The Patient List tab provides access to lists of patients grouped by patient type or by resources, with contextual links that allow you to perform any required actions efficiently.

The following lists are available:

- **ALL ACTIVE PATIENTS** Displayed by default when you visit the Patient List tab, and includes all patients who have had activity in the last 18 months
- **RECENT** Includes all patients who have been accessed in the last 30 days
- **SAVINGS PROGRAM** Displays patient information relevant to the Savings Program, such as enrollment status, assignment of benefit information, and most recent transaction
- **INSURANCE COVERAGE** Displays patient information relevant to insurance coverage, such as VOB status, BI outcome, and PA outcome
- **DELAY AND DENIAL SUPPORT** Displays patient information relevant to patients being considered for or enrolled in Delay and Denial Support, such as eligibility status, and PA and Appeals outcomes
- **ANNUAL REVERIFICATION** Displays patient information relevant to patients in the annual insurance reverification process, such as BI status and coverage outcome
- **UPCOMING EXPIRATIONS** Displays patient information regarding expiration dates for PA and assignment of benefits eSignature link
- **PENDING PATIENTS** Displays patients who have created a Patient Portal account and are asking to be associated to the Site so they can see updates
- **INACTIVE PATIENTS** Displays patients who have had no activity for 18 months or have been deactivated by the user
- **BOOKMARKED PATIENTS** Displays patient information for those patients who you have bookmarked

Patient Lists (cont'd)



A **FILTERS** Restrict the Patient List to only include patients based on criteria including prescribed products, enrollment in the Savings Program, BI outcome, and more

B **PATIENT LIST DROPDOWN** Click to select which list is displayed

- You can hover your mouse cursor over a list to see a description of what it includes

C **CHANGE MY COLUMNS** Modify which columns are visible on screen

D **CONTEXTUAL ACTIONS** Clickable links to take action within the Patient List tab. Status updates are color-coded:

Green: Process is finished with a positive outcome

✓ Enrolled ✓ Covered ✓ Verbally Approved by Patient

Yellow: Action is required to complete process – click on the hyperlink to take the action where appropriate

⚠ Covered PA Needed ⚠ Missing Info - Call us ⚠ Draft

Red: Process is finished with a negative outcome

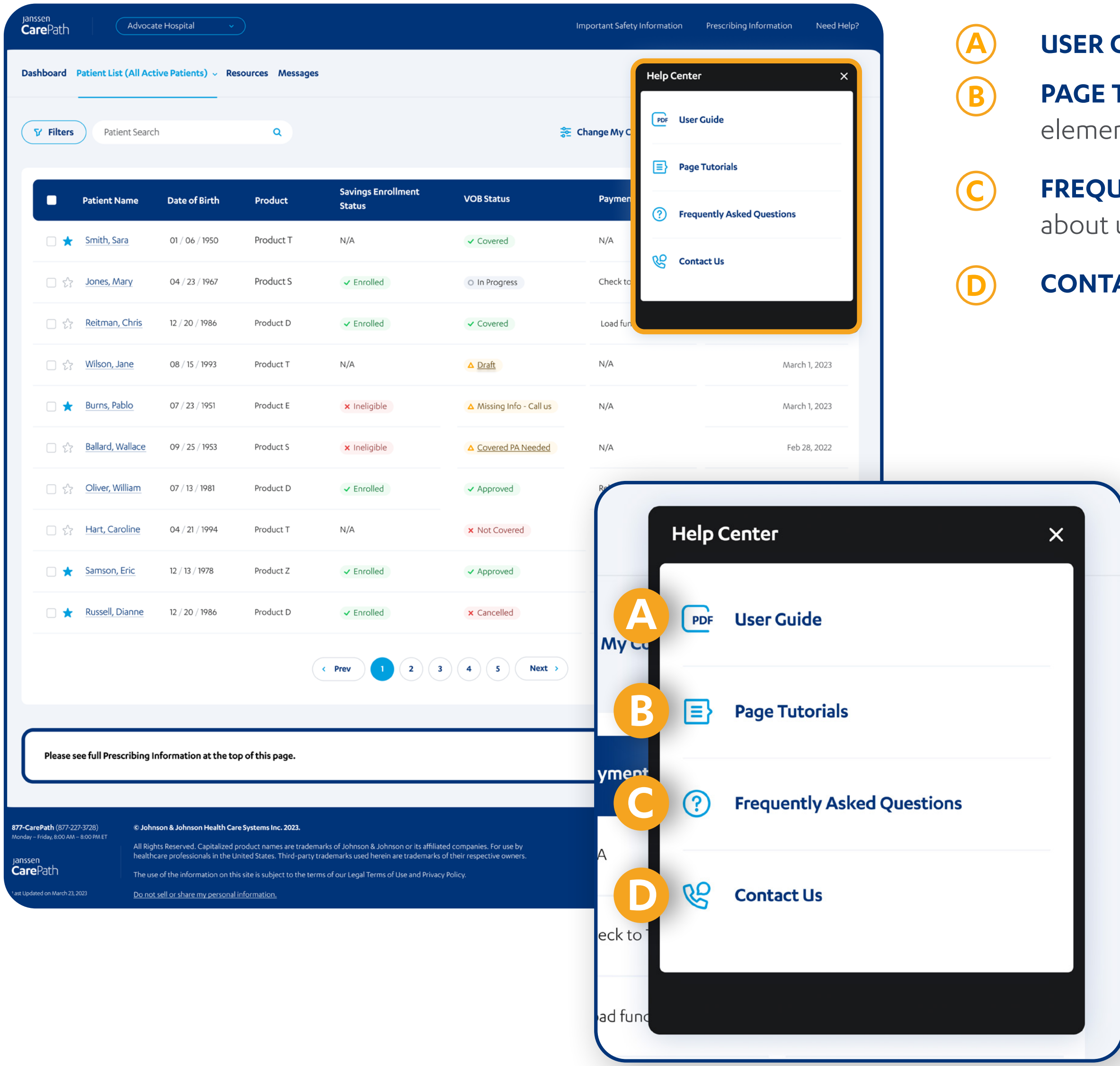
✕ Ineligible ✕ Not Disclosed by Payer ✕ Not Covered

Gray: Process is in progress

○ In Progress

Need Help?

Clicking the Need Help? button – displayed throughout the site in the top-right corner of the page – gives you access to assistive features.



Ⓐ **USER GUIDE** This guide always available for easy access

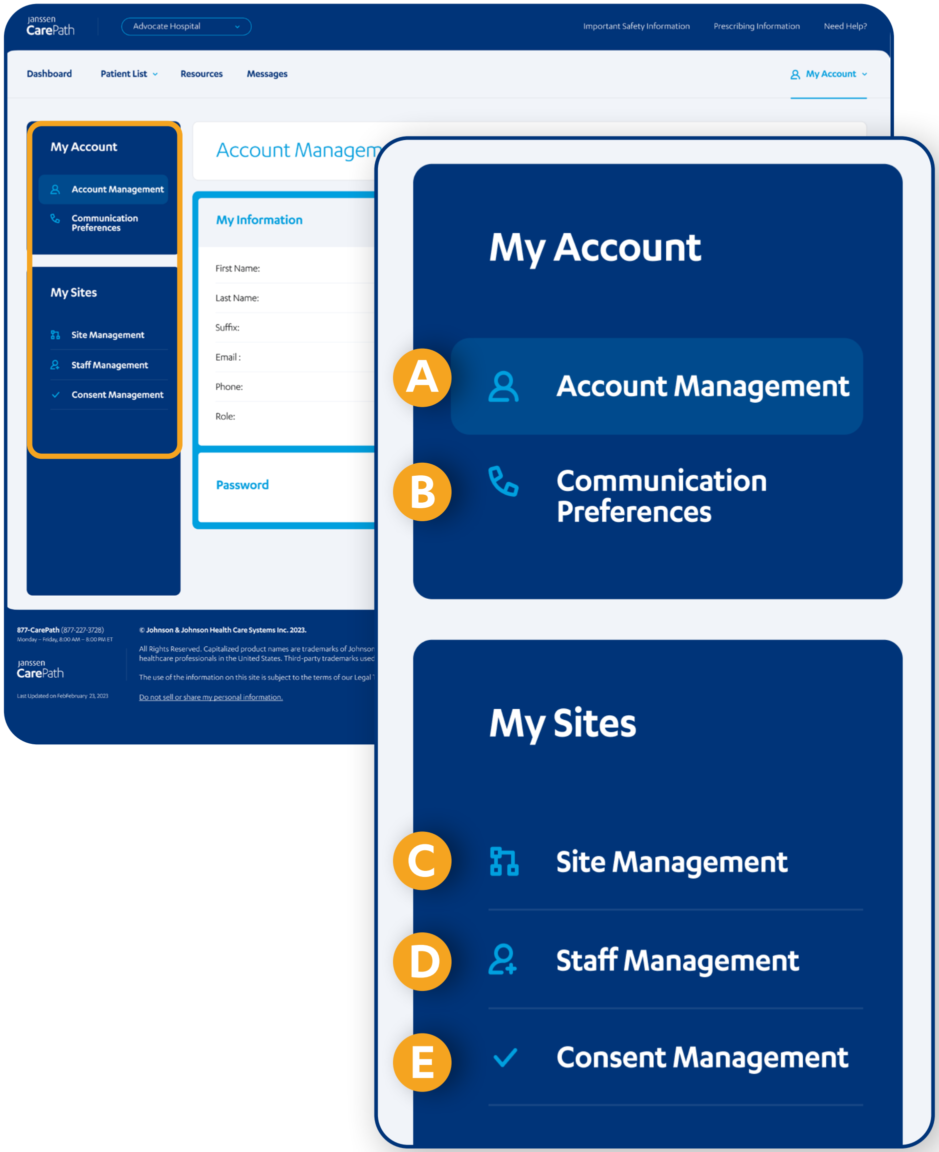
Ⓑ **PAGE TUTORIALS** Page walkthroughs describing key elements of each page

Ⓒ **FREQUENTLY ASKED QUESTIONS** Common questions about using the Provider Portal and resources provided

Ⓓ **CONTACT US** Contact information for support

My Account

The My Account tab allows you to manage your account, including details and options related to your Sites and Staff.



Ⓐ **ACCOUNT MANAGEMENT** Make any changes to your personal information, or change your password

Ⓑ **COMMUNICATION PREFERENCES** Control how you would like to receive communications from Janssen

Ⓒ **SITE MANAGEMENT** Add affiliate Sites, find more network Sites, and remove Sites

Ⓓ **STAFF MANAGEMENT** Review all Staff on record, including current status and any required actions or approvals

Ⓔ **CONSENT MANAGEMENT** Submit Business Associate Agreement (BAA)

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