

# Pfizer Oncology Together Provider Portal

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- How do I discontinue the alerts?

## Portal Description

### What is the provider portal?

The provider portal is an online resource for physicians' offices to use when requesting benefit verifications. The portal offers a quick and easy way to enroll patients and maintain verification status updates from a website.

### Who can use the provider portal?

All healthcare providers with active patients may:

- Access an editable and downloadable prescription and enrollment form
- View secure messaging, including patient status alerts via email
- Generate patient reports
- Access forms, tools, and resources for specific Pfizer Oncology medications, including billing and coding sample forms and guides for injectable products

### What information is available on the provider portal?

The provider portal is a secure website accessible only to healthcare providers and reimbursement personnel who participate in the program on behalf of their practice's patients. The website offers access to real-time information about your patients in the program and improved workflow related to patient assistance program information. This includes the ability to complete enrollment applications online, receive alerts and reminders about specific patient cases, track product shipments, and easily access all patient-related information regarding patient case history, insurance benefit summaries, shipments, alerts, and reminders.

### Can anyone use the provider portal, or just physicians?

Anyone at the physician's office can access and use the provider portal.

### Will anyone have access to my patient's records?

Each user will be prompted to register individually and will be provided with a unique log in name and password.

## Portal Registration

### Why do I have to register for the website?

This is a security measure to ensure only authorized individuals have access to information about your patients. The registration process verifies the requester is authorized to review practice location, physician, and patient data.

### How do I register for the provider portal?

Users can access the designated website address and easily register for the provider portal by following the step-by-step instructions located on the site's home page. Additionally, a dedicated web support team will be available for any assistance with the online registering process.

### Will an office with multiple providers have to register for separate provider portal accounts? Can one account be used for all providers?

Only one person needs to submit a registration request, either online or by calling. You only need one account to access all your providers. Over the phone, a member of the Website Support Team will verify the appropriate information and access for each user requesting access. To maintain the security of patient data, we ask that all users create and maintain their own user names and passwords. When staffing changes occur within your location, contact the Website Support Team to set up/remove access for your staff, as appropriate.

## Portal Registration (cont'd)

### How can I update my office/physician profile information?

You may submit a request for changes by using the My Account feature. Allow 1 to 3 business days for any changes to be reflected on the portal, or contact the Website Support Team at 1-877-744-5675. The Website Support Team is available 8:00 AM–8:00 PM ET, Monday–Friday. Website support requests received after 8:00 PM ET will be responded to the following business morning.

### How do I log in to the provider portal?

When the registration process is completed, the user will be provided with a unique log in name and password. On the home page of the designated website, the user will be prompted to provide the log in and password; this will grant the user access to the specific patient information.

### Why is my password not working?

The provider can call the Website Support Team for a Web Support Specialist to assist with issues and questions.

### Why are the passwords so complex?

To ensure security rules are met, a user is required to create a complex password. This ensures that patient-specific information is protected.

## Free Portal Usage

### Are there any set-up fees, monthly fees, or per-claim fees?

There are no set-up or monthly fees. The provider portal is free to providers.

### Does our practice need to purchase software?

No, all you need is a computer and a connection to the Internet.

## Contacting Support

### Who can I contact for technical assistance?

Contact the Website Support Team at 1-877-744-5675. The Website Support Team is available 8:00 AM–8:00 PM ET, Monday–Friday. Website support requests received after 8:00 PM ET will be responded to the following business morning.

### Who do I contact with suggestions for enhancements to the website?

Contact the Website Support Team at 1-877-744-5675. The Website Support Team is available 8:00 AM–8:00 PM ET, Monday–Friday. They will log your suggestion and communicate it to the portal team. All suggestions are considered as we continue to enhance the website.

## Program Questions

### **How far back does the provider portal go for checking status?**

In most cases, the information will go back to the program's inception.

### **Why do I have to fax the application if I've already submitted one online?**

Based on the specific program guidelines and services, the physician will need to fax the application in for the signatures to be on file.

### **I have submitted an application for benefit verification. Why am I not able to view the document on the portal?**

The provider portal will automatically merge information from the Pfizer Oncology Together program's database. If the benefit verification request forms are not filed correctly, the physician will not have viewing access to that document, and the case manager will need to file the documents manually.

### **I am receiving alerts. Why am I not able to view the missing information?**

The provider portal will merge information from the Pfizer Oncology Together program's database. The missing information grid will need to be manually updated by a counselor.

### **I have received a notification that the benefit verification has been completed. Why am I still receiving alerts for missing information?**

The provider portal will merge information from the Pfizer Oncology Together program's database. The missing information grid will need to be manually updated by a counselor.

### **How do I discontinue the alerts?**

Currently, there is no way to discontinue the alerts if information is still missing. The provider will need to update the reimbursement program by updating the portal directly, calling the reimbursement center, or faxing in the requested missing information. If there is no missing information and the provider is still receiving alerts, the missing information grid can still be populated. The case manager can manually update the missing information grid.