

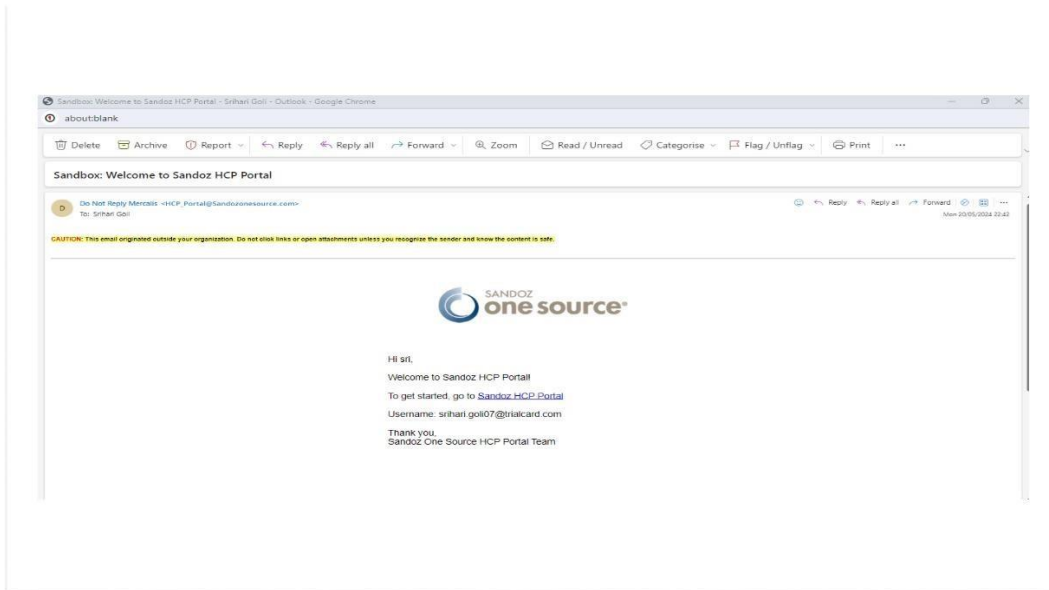
Sandoz One Source HCP Portal User Guide

Index


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1. User Login – Existing Users

- Once your account has been activated, you will receive an email with a link to create your User Password.



- You can then login from the User Login page with your email address and new Password.



Welcome to the Sandoz One Source Healthcare Provider Portal

User Login

Welcome back! Please enter your details.

☐ Remember me

[Forgot Password?](#)

Login


Don't have an Account?

Sign up for the Sandoz One Source Healthcare Provider Portal by clicking on the "Create Account" button below. Once registered, you will be able to enroll patients into Sandoz One Source and check their benefits and coverage.

If your Site already has an account please contact your administrator to have you added.

Create Account


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2. Forgot Password

- If you forget your password, you can click on “Forgot Password” on the User Login page.



Welcome to the Sandoz One Source Healthcare Provider Portal

User Login

Welcome back! Please enter your details.

☐ Remember me

[Forgot Password?](#)

Login


Don't have an Account?

Sign up for the Sandoz One Source Healthcare Provider Portal by clicking on the "Create Account" button below. Once registered, you will be able to enroll patients into Sandoz One Source and check their benefits and coverage.

If your Site already has an account please contact your administrator to have you added.

Create Account

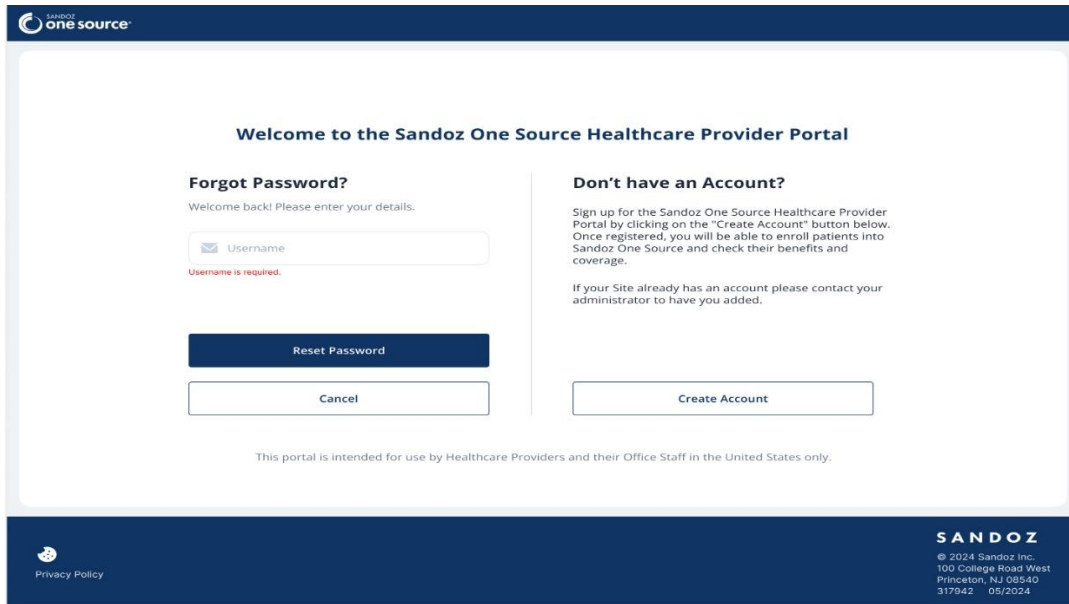
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- You will be prompted to enter your Username and click on “Reset Password” button. You will receive an email as follows.



Welcome to the Sandoz One Source Healthcare Provider Portal

Forgot Password?
Welcome back! Please enter your details.

Username

Username is required.

Reset Password

Cancel

Don't have an Account?

Sign up for the Sandoz One Source Healthcare Provider Portal by clicking on the "Create Account" button below. Once registered, you will be able to enroll patients into Sandoz One Source and check their benefits and coverage.

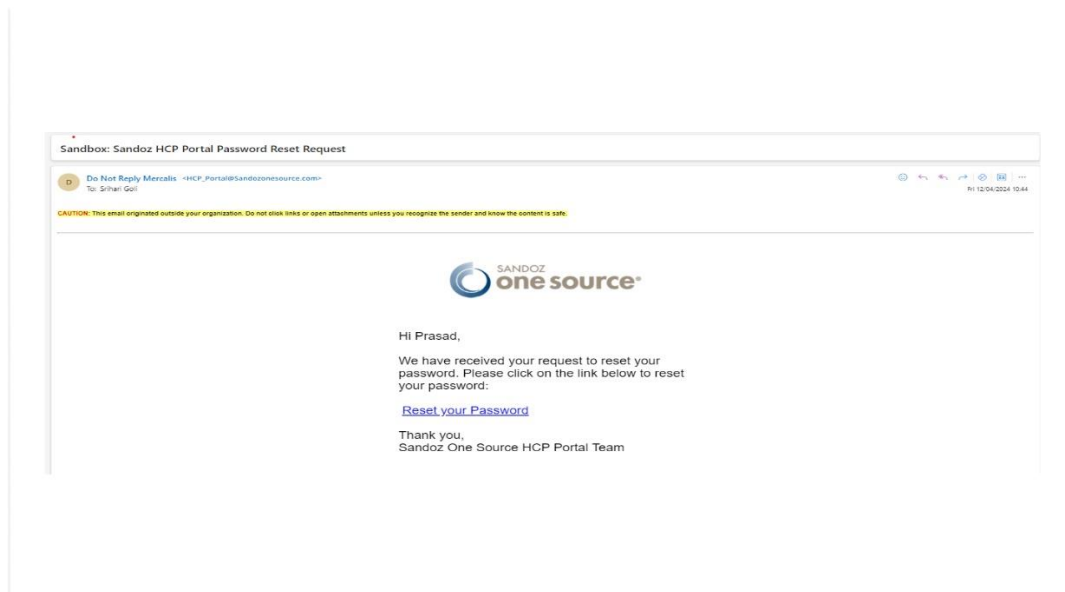
If your Site already has an account please contact your administrator to have you added.

Create Account

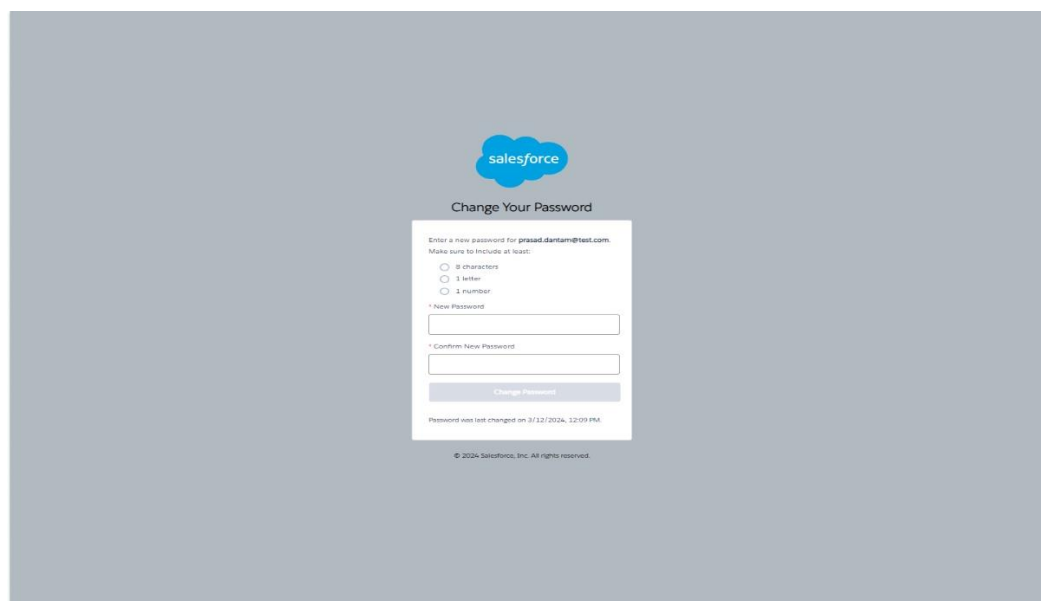
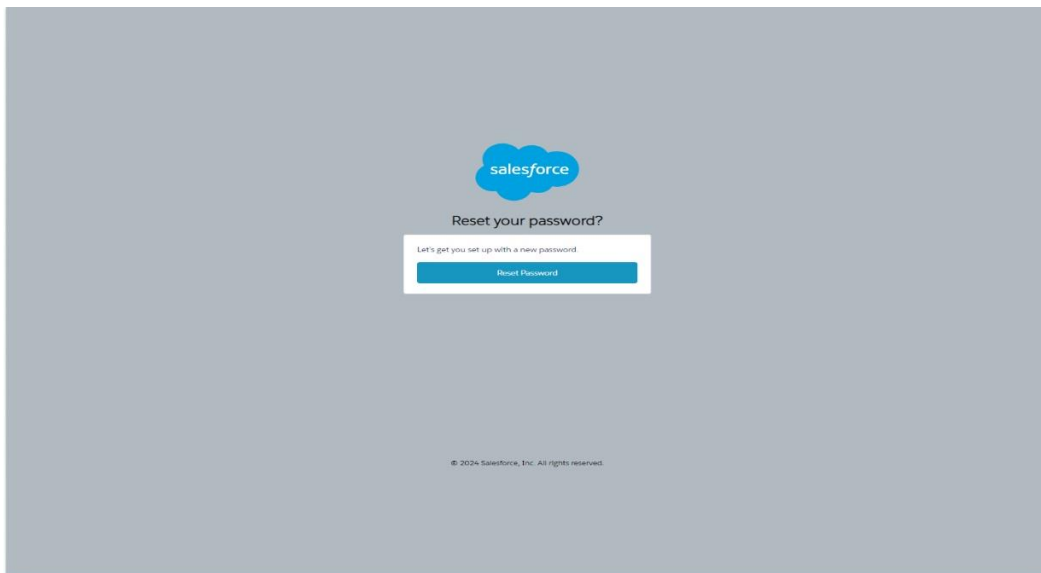
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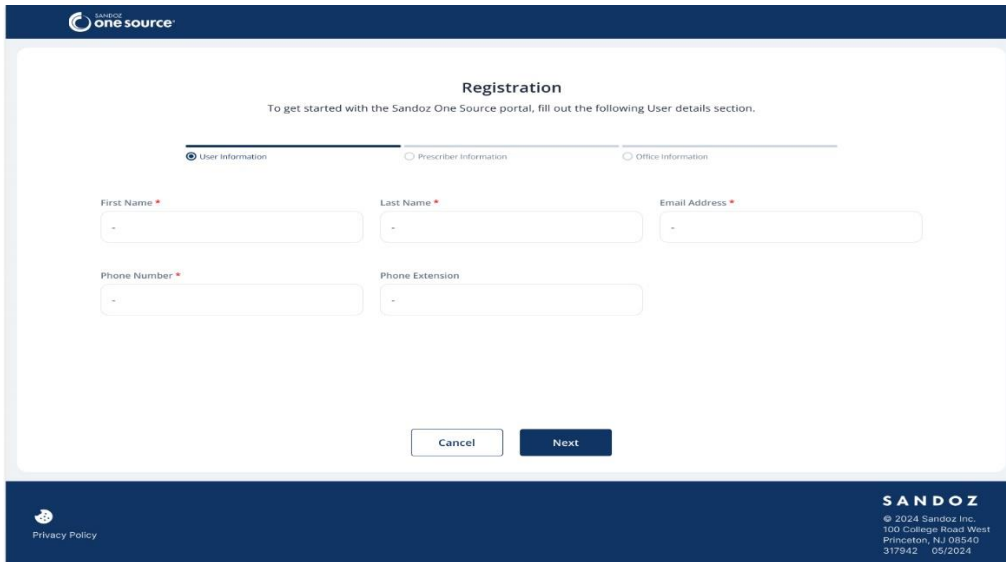
- After this step, you will be navigated to following 2 subsequent screens where you can set up your new password.



3. Registration – New Users

- To register for the HCP Portal, the following steps need to be performed by the dedicated administrator for your office. If your site already has an account, contact your administrator to have you added.
- The administrator will need to enter their applicable User Information.
- They will then be prompted to enter Prescriber Information which will associate the prescriber with the user once the registration is completed.

Lastly, Office Information will associate the site with the user once the registration is completed.



Registration

To get started with the Sandoz One Source portal, fill out the following User details section.

☒ User Information ☐ Prescriber Information ☐ Office Information

First Name *

Last Name *

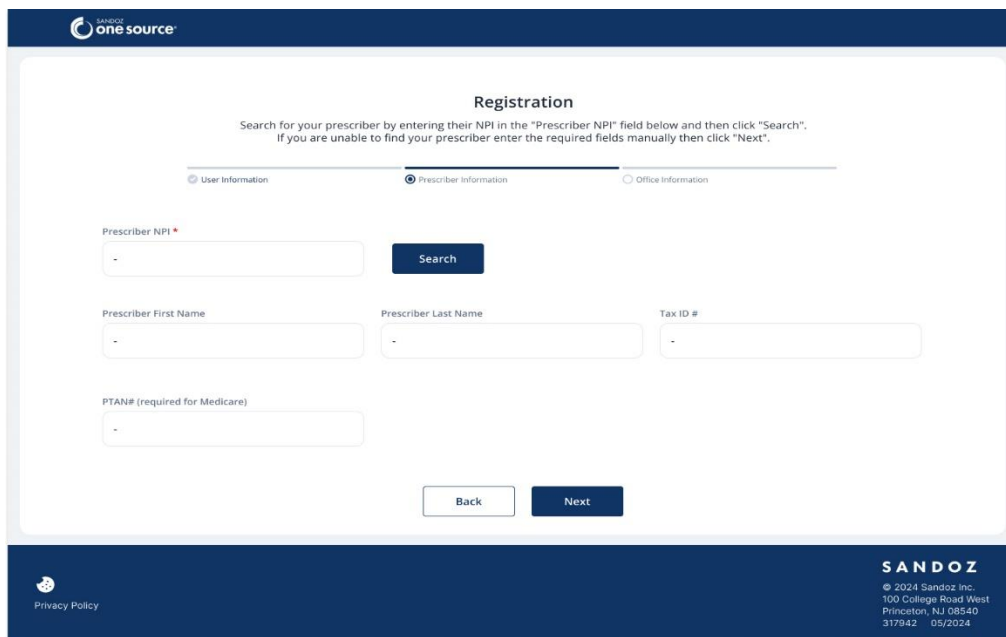
Email Address *

Phone Number *

Phone Extension

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Registration

Search for your prescriber by entering their NPI in the "Prescriber NPI" field below and then click "Search".
If you are unable to find your prescriber enter the required fields manually then click "Next".

☐ User Information ☒ Prescriber Information ☐ Office Information

Prescriber NPI *

Prescriber First Name

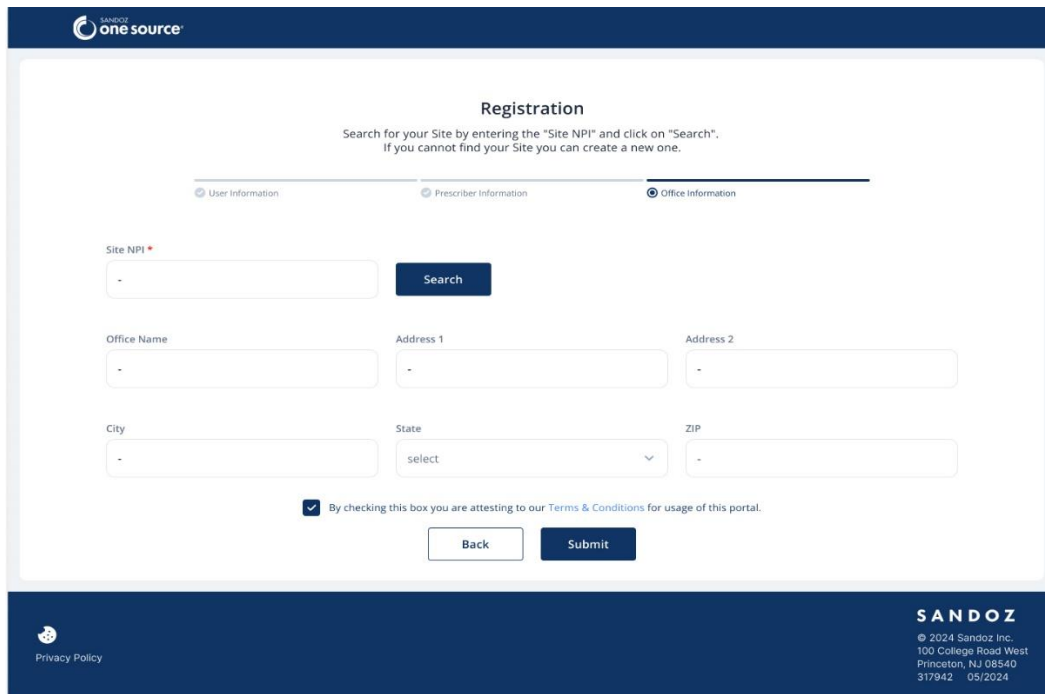
Prescriber Last Name

Tax ID #

PTAN# (required for Medicare)

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Registration

Search for your Site by entering the "Site NPI" and click on "Search".
If you cannot find your Site you can create a new one.

[User Information](#)
[Prescriber Information](#)
[Office Information](#)

Site NPI *

Search

Office Name

Address 1

Address 2

City

State

ZIP

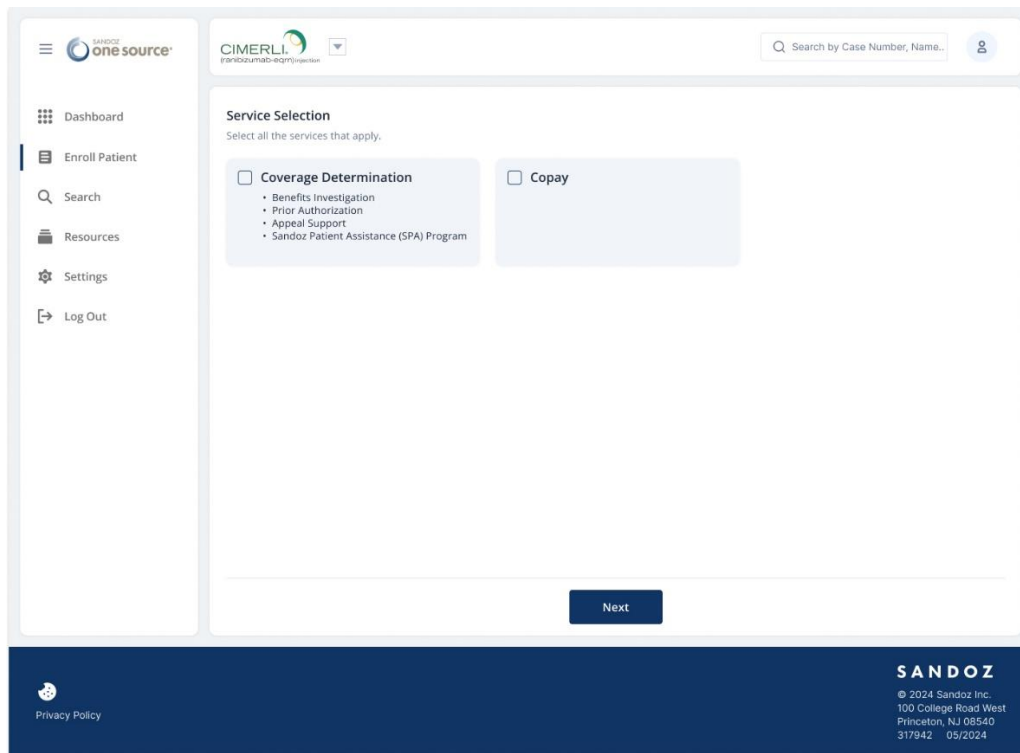
☒ By checking this box you are attesting to our [Terms & Conditions](#) for usage of this portal.

Back Submit

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4. Patient Enrollment

- To enroll a patient into Sandoz One Source Hub via the HCP portal, you will need to capture the required fields in the enrollment screens, including: Service Selection, Patient Information, Insurance Information, Diagnosis Information, Prescriber Information, and Attestation.
- You can select the services requested from Service Selection screen. At least one checkbox needs to be selected. If Copay is selected, then Coverage Determination checkbox will automatically be selected.



SANDOZ one source

CIMERLI
(sandozumab-egfr)_{injection}

Search by Case Number, Name...

Service Selection
Select all the services that apply.

☐ **Coverage Determination**

- Benefits Investigation
- Prior Authorization
- Appeal Support
- Sandoz Patient Assistance (SPA) Program


☐ **Copay**

Next


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- In the Next Step, you will need to capture the patient demographics on the Patient Information screen.



- Dashboard
- Enroll Patient
- Search
- Resources
- Settings
- Log Out



☒ Patient Information
 ☐ Insurance Information
 ☐ Diagnosis Information
 ☐ Prescriber Information
 ☐ Prescription Information

Please complete all of the required patient details.

First Name *

Middle Name

Last Name *

Date Of Birth *

Sex *

Address 1 *

Address 2

City *

State *

ZIP *

Home Phone

Mobile Phone

Email

Preferred Language

Caregiver/Guardian Name

Caregiver/Guardian Relationship to Patient

Patient Financial Information


Sandoz Patient Assistance (SPA) Program: ELIGIBILITY CRITERIA

Under this program, Sandoz agrees to ship product to the provider for patients who qualify for the SPA. The terms and conditions below must be met in order for a patient to be enrolled in the program:

- Reside in the United States or a U.S. Territory
- Have limited or no prescription insurance coverage
- Have an adjusted annual household income of ≥ 500 of Federal Poverty Limit (FPL)
- Have a valid prescription for the Sandoz medication
- Be treated by a licensed U.S. health care provider
- Complete and sign consent form and, when applicable, provide income documentation

Total Gross Income

Household Size



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- You will then enter the patient's insurance details on the Insurance Information screen. If the patient is uninsured, you can select "No" on the "Has Insurance?" field, and the Insurance Information section will be fully disabled and not required to proceed.
- If you select "Yes", on the "Has Insurance?" field, then Insurance Information section will be enabled, and you can enter the patient's insurance details.
- Type the Payer Name in the "Search Insurance" field(s) (e.g. "Search Primary/Medical Insurance"), select the Payer, and add other details specific to the insurance in the other required fields.

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- Dashboard
- Enroll Patient
- Search
- Resources
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- Log Out



☒ Patient Information
 ☒ Insurance Information
 ☐ Diagnosis Information
 ☐ Prescriber Information
 ☐ Prescription Information

Please complete the insurance information below.

Has Insurance? ☒ Yes ☐ No

Primary/Medical Insurance

Search Primary/Medical Insurance *

Insurance Type *

select

Insurance Phone Number

Member Name *

Member ID # *

Policy/Group # *

Secondary/Medical Insurance

Search Secondary/Medical Insurance

Insurance Type

select

Insurance Phone Number

Member Name

Member ID #

Policy/Group #

Pharmacy/Rx Insurance

Search Pharmacy/Rx Insurance

Insurance Type

select

Insurance Phone Number


Member Name


Member ID #

Policy/Group #

Rx Bin #

Rx PCN #



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- In the next step, enter the diagnosis details on the “Diagnosis Information” screen. Here, Primary ICD Code and Secondary ICD Code fields will have the ICD-10 code values associated with the program.

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- Dashboard
- Enroll Patient
- Search
- Resources
- Settings
- Log Out



☒ Patient Information
 ☒ Insurance Information
 ☒ **Diagnosis Information**
☐ Prescriber Information
 ☐ Prescription Information

Please select the ICD-10 diagnosis code that applies.

Primary ICD Code *

E08.3211 Diabetes mellitus due to...

Other Code

-

Secondary ICD code

E08.311 Diabetes due to underlying...

Other Code

-

Eye Designation *
 ☐ Left Eye
 ☐ Right Eye
 ☐ Bilateral (Same Diagnosis)
 ☒ Bilateral (Different Diagnosis)


Please check one *
 ☐ New to therapy
 ☒ Switching from other therapy(ies)

Specify other therapy

Avastin

Other therapy

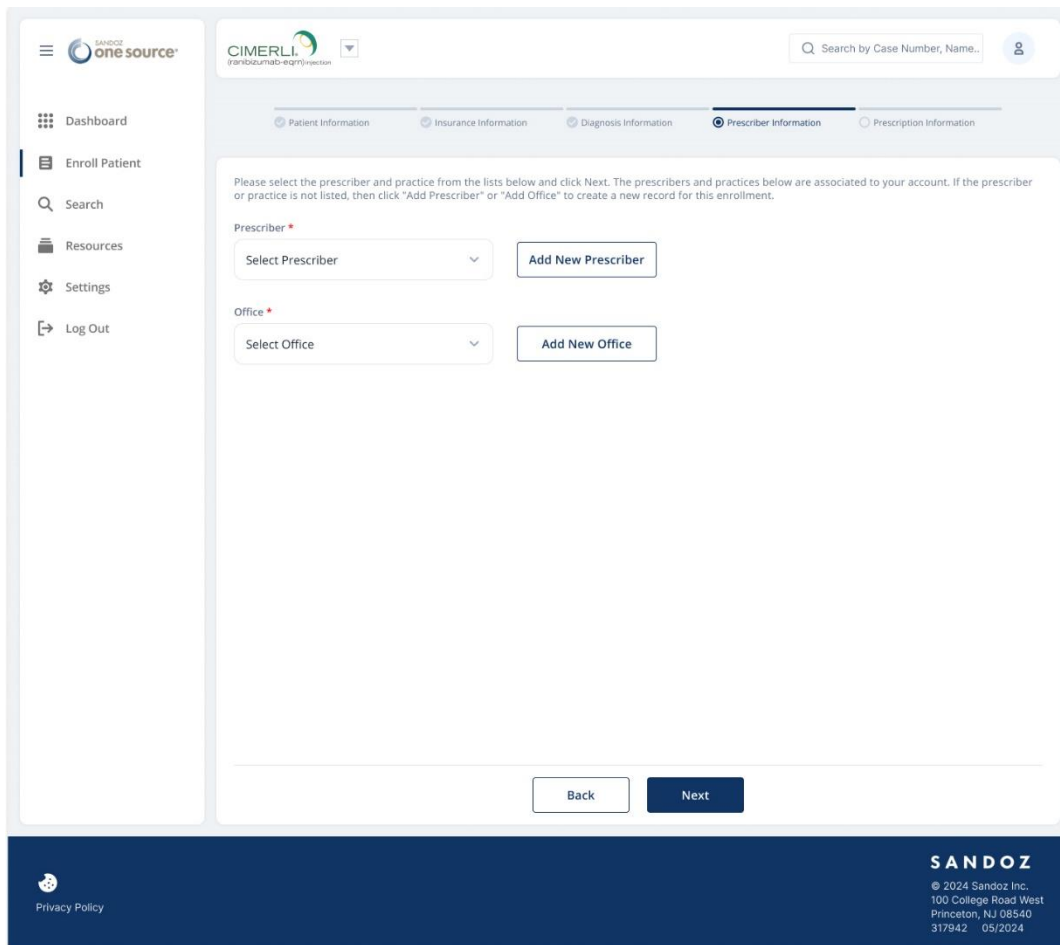
-


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- Next, you will enter the Prescriber and Office Details. The Prescriber and Office picklists will have the Prescribers and Offices associated with the you (the logged in user).



SANDOZ one source

CIMERLI

Search by Case Number, Name..

Patient Information Insurance Information Diagnosis Information **Prescriber Information** Prescription Information

Please select the prescriber and practice from the lists below and click Next. The prescribers and practices below are associated to your account. If the prescriber or practice is not listed, then click "Add Prescriber" or "Add Office" to create a new record for this enrollment.

Prescriber *

Select Prescriber ▼ Add New Prescriber

Office *

Select Office ▼ Add New Office

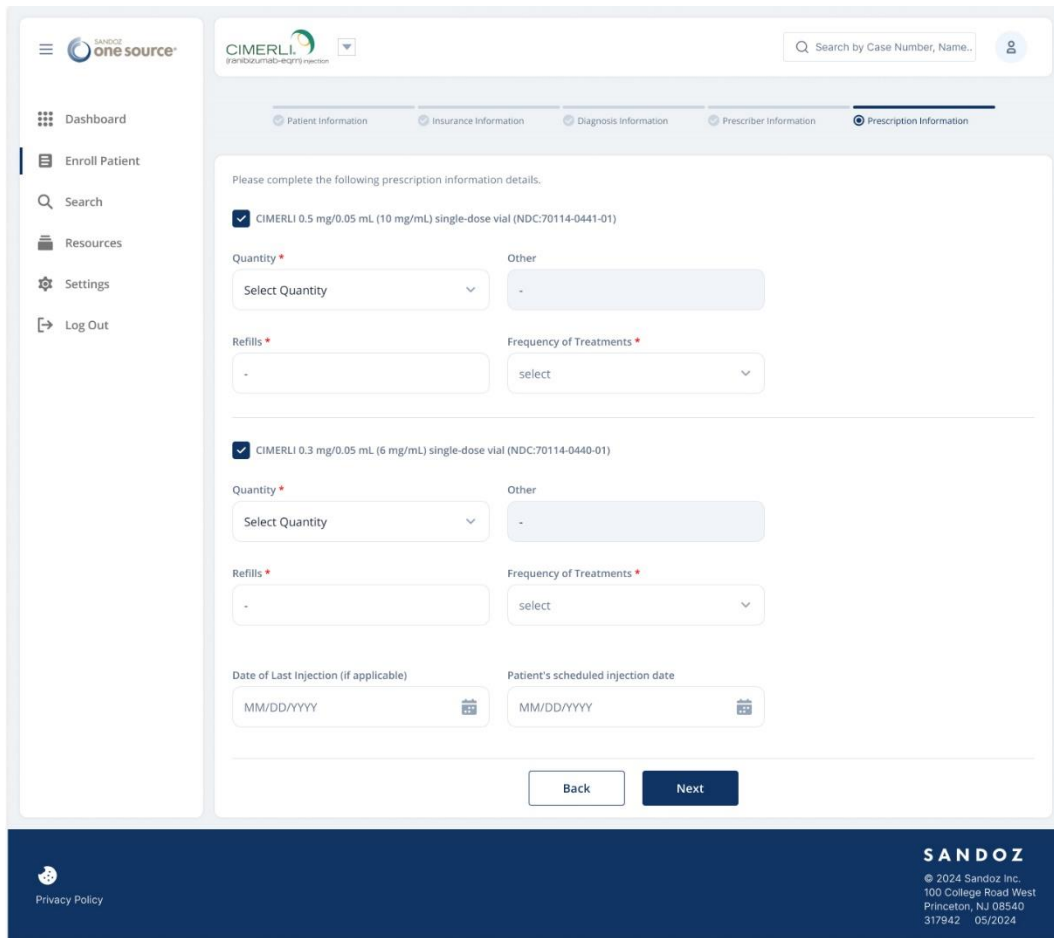
Back Next

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- In the next step, capture the Prescription Information. Here, you need to select at least one of the products and fill in associated information.



The screenshot shows the 'Prescription Information' step in the Sandoz One Source enrollment process. The interface includes a sidebar with navigation options: Dashboard, Enroll Patient, Search, Resources, Settings, and Log Out. The main content area displays a progress bar with five steps: Patient Information, Insurance Information, Diagnosis Information, Prescriber Information, and Prescription Information (the current step). Below the progress bar, a message states: 'Please complete the following prescription information details.' Two product options are listed, each with a checked selection box:

- ☒ CIMERLI 0.5 mg/0.05 mL (10 mg/mL) single-dose vial (NDC:70114-0441-01)
- ☒ CIMERLI 0.3 mg/0.05 mL (6 mg/mL) single-dose vial (NDC:70114-0440-01)

For each product, there are four input fields:

- Quantity ***: A dropdown menu with 'Select Quantity' as the placeholder.
- Other**: A text input field with a hyphen '-' as the placeholder.
- Refills ***: A text input field with a hyphen '-' as the placeholder.
- Frequency of Treatments ***: A dropdown menu with 'select' as the placeholder.


At the bottom of the form, there are two date input fields:

- Date of Last Injection (if applicable)**: A date picker with the placeholder 'MM/DD/YYYY'.
- Patient's scheduled injection date**: A date picker with the placeholder 'MM/DD/YYYY'.


At the bottom right of the form, there are two buttons: 'Back' and 'Next'.


The footer of the page contains the Sandoz logo, a link to the Privacy Policy, and copyright information: © 2024 Sandoz Inc. 100 College Road West, Princeton, NJ 08540. 317942 05/2024.

- In the next step, you need to capture the Attestation/Consent. If you do not select the checkbox on this screen, you will not be able to submit the enrollment.



- Dashboard
- Enroll Patient
- Search
- Resources
- Settings
- Log Out





Attestation

I certify that the above therapy is medically necessary, and that the information provided is accurate to the best of my knowledge. By completing and faxing/submitting this form, I certify that my patient is aware of the disclosure of their personal health information to Sandoz and its business partners for Sandoz's patient support services, including reimbursement and verification services and the services provided by field reimbursement professionals in your office, as part of the patient's treatment with this product, and for Sandoz Patient Safety requirements. I certify that I have obtained any required patient authorization. I further certify that (a) any service provided through Sandoz One Source on behalf of any patient is not made in exchange for any express or implied agreement or understanding that I would recommend, prescribe, or use CIMERLI or any other Sandoz product or service for anyone, and that (b) my decision to prescribe CIMERLI was based solely on my determination of medical necessity as set forth herein, and that (c) I will not seek reimbursement for any medication or service provided by or through Sandoz One Source for any government program or third-party insurer. For the purposes of transmitting prescriptions, I authorize Sandoz Patient Assistance (SPA), Sandoz, and its affiliates, business partners, and agents to forward these prescriptions electronically, by facsimile, or by mail to the appropriate dispensing pharmacies or alternative sites of care on my behalf.

☒ By checking this box I agree to the terms and conditions stated above.

Signature *


John Smith

Date

03/12/2024

Back

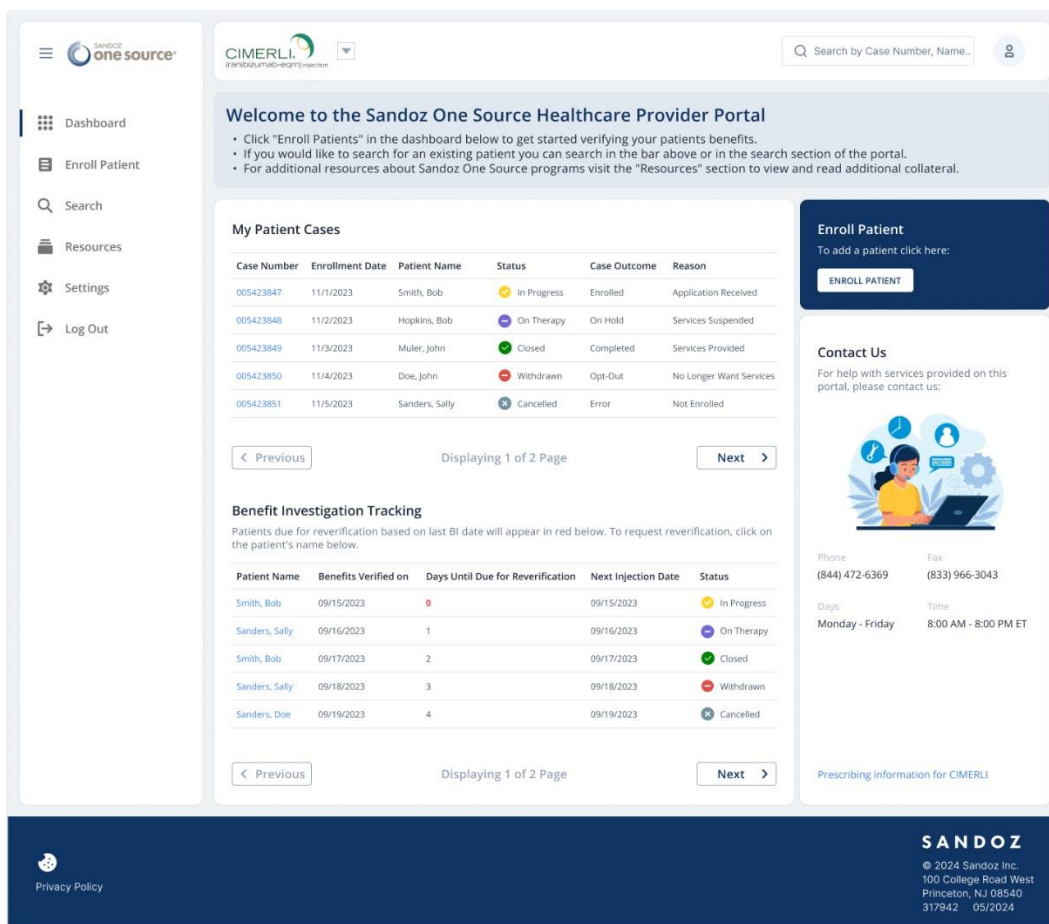
Next


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5. Dashboard

- When you login to the HCP Portal, you will navigate to the Dashboard screen as shown below. The “My Patient Cases” table shows the status of your enrolled patients and the “Benefit Investigation Tracking” table shows the status of any Benefit Investigations.
- The side panel on the left-hand side serves as the Navigation Menu and shows the different sections in the HCP Portal.
- If you click on “Enroll Patient” button on the right-hand side, you will navigate to the Enrollment Wizard (Refer to Section 4. Patient Enrollment).



Dashboard

Enroll Patient

Search

Resources

Settings

Log Out

WELCOME TO THE SANDOZ ONE SOURCE HEALTHCARE PROVIDER PORTAL

- Click “Enroll Patients” in the dashboard below to get started verifying your patients benefits.
- If you would like to search for an existing patient you can search in the bar above or in the search section of the portal.
- For additional resources about Sandoz One Source programs visit the “Resources” section to view and read additional collateral.

My Patient Cases

Case Number	Enrollment Date	Patient Name	Status	Case Outcome	Reason
005423847	11/1/2023	Smith, Bob	In Progress	Enrolled	Application Received
005423848	11/2/2023	Hopkins, Bob	On Therapy	On Hold	Services Suspended
005423849	11/3/2023	Muler, John	Closed	Completed	Services Provided
005423850	11/4/2023	Doe, John	Withdrawn	Opt-Out	No Longer Want Services
005423851	11/5/2023	Sanders, Sally	Cancelled	Error	Not Enrolled

Displaying 1 of 2 Page

Benefit Investigation Tracking

Patients due for reverification based on last BI date will appear in red below. To request reverification, click on the patient's name below.

Patient Name	Benefits Verified on	Days Until Due for Reverification	Next Injection Date	Status
Smith, Bob	09/15/2023	0	09/15/2023	In Progress
Sanders, Sally	09/16/2023	1	09/16/2023	On Therapy
Smith, Bob	09/17/2023	2	09/17/2023	Closed
Sanders, Sally	09/18/2023	3	09/18/2023	Withdrawn
Sanders, Doe	09/19/2023	4	09/19/2023	Cancelled

Displaying 1 of 2 Page

Enroll Patient

To add a patient click here:

ENROLL PATIENT

Contact Us

For help with services provided on this portal, please contact us:

Phone: (844) 472-6369 Fax: (833) 966-3043

Days: Monday - Friday Time: 8:00 AM - 8:00 PM ET

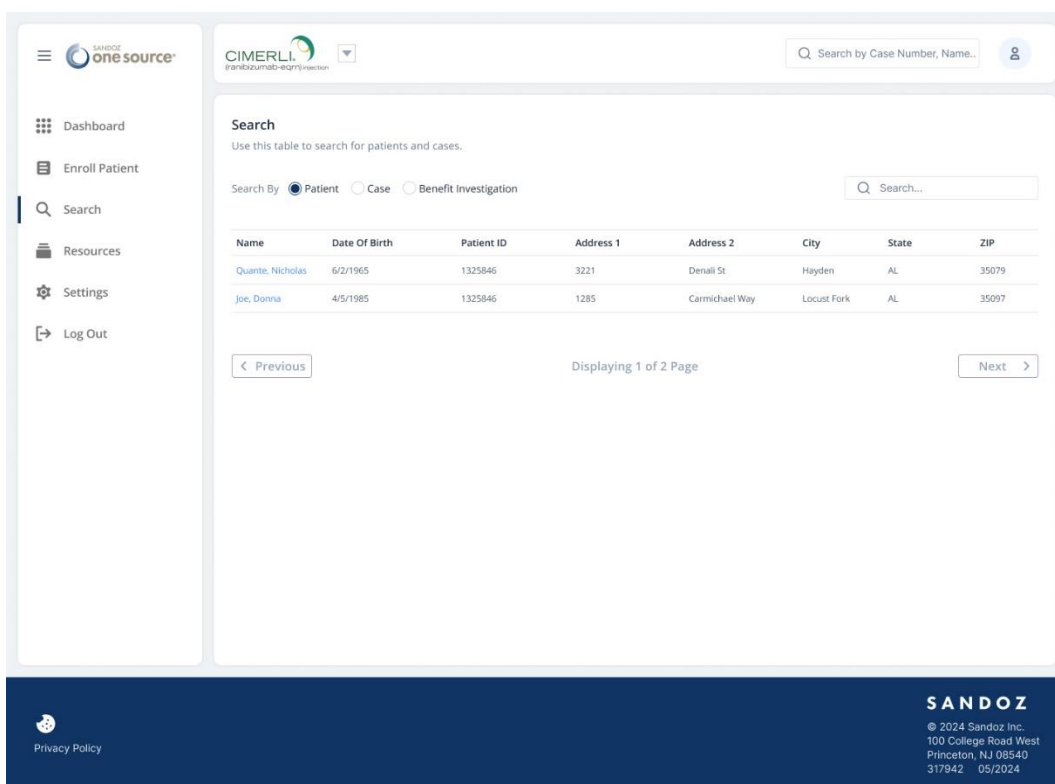
Prescribing information for CIMERLI

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6. Search

- When you click on “Search” on the left navigation panel of the Dashboard, you will navigate to the “Search” screen.
- You will see “Search By:” “Patient”, “Case”, and “Benefit Investigation” options on this screen. You can navigate to the different views when you select the respective radio buttons.
- The “Search By: Patient” screen will display the below information:



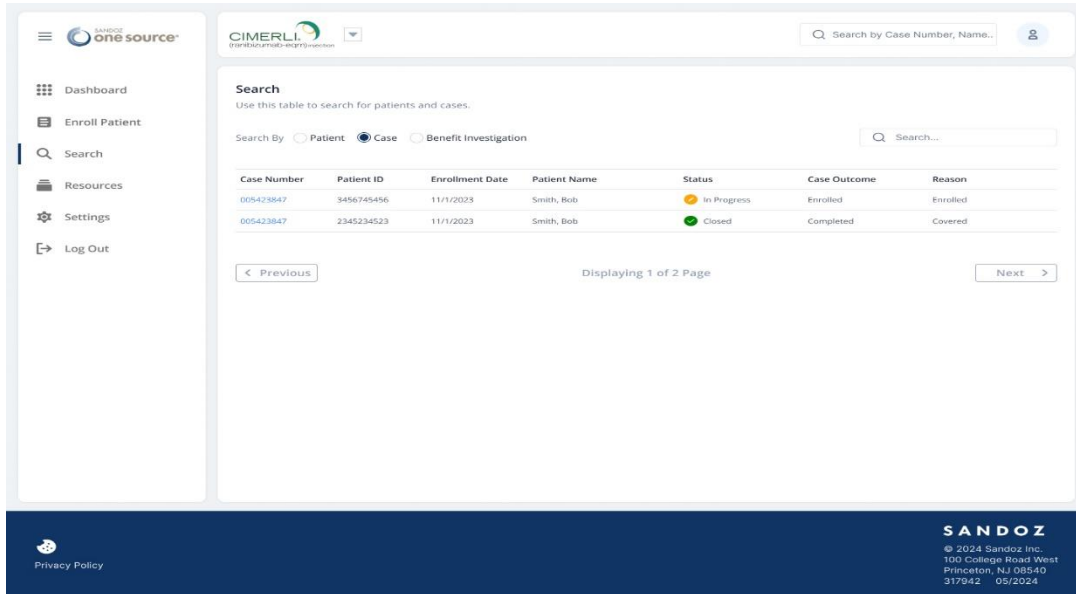
The screenshot shows the Sandoz One Source Search interface. On the left is a navigation menu with options: Dashboard, Enroll Patient, Search (selected), Resources, Settings, and Log Out. The main content area is titled 'Search' and includes a sub-header 'Use this table to search for patients and cases.' Below this is a 'Search By' section with three radio buttons: Patient (selected), Case, and Benefit Investigation. A search input field is present. The main table displays patient information with columns: Name, Date Of Birth, Patient ID, Address 1, Address 2, City, State, and ZIP. Two rows of data are visible. At the bottom of the table area, there are navigation buttons for '< Previous' and 'Next >', and a status indicator 'Displaying 1 of 2 Page'.

Name	Date Of Birth	Patient ID	Address 1	Address 2	City	State	ZIP
Quarte, Nicholas	6/2/1965	1325846	3221	Denali St	Hayden	AL	35079
Joe, Donna	4/5/1985	1325846	1285	Carmichael Way	Locust Fork	AL	35097

< Previous Displaying 1 of 2 Page Next >

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- The “Search by: Case” screen will display the below information:



Search
Use this table to search for patients and cases.

Search By ☐ Patient ☒ Case ☐ Benefit Investigation

Search...

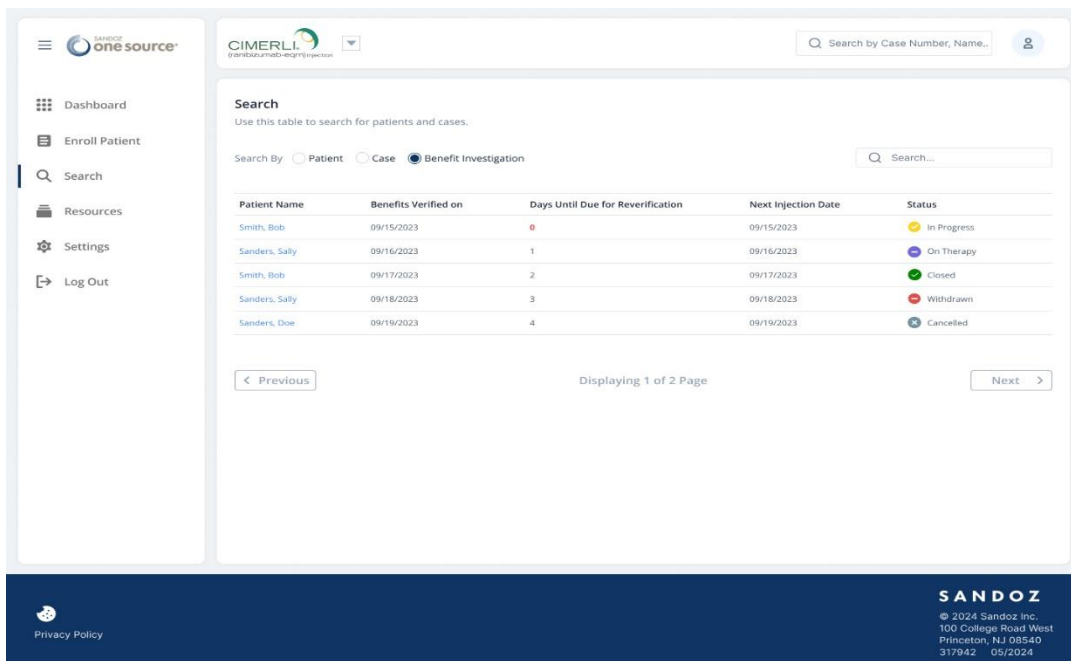
Case Number	Patient ID	Enrollment Date	Patient Name	Status	Case Outcome	Reason
005423847	3456745456	11/1/2023	Smith, Bob	In Progress	Enrolled	Enrolled
005423847	2345234523	11/1/2023	Smith, Bob	Closed	Completed	Covered

< Previous Displaying 1 of 2 Page Next >

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- The “Search by: Benefit Investigation” screen will display the below information:



Search
Use this table to search for patients and cases.

Search By ☐ Patient ☐ Case ☒ Benefit Investigation

Search...

Patient Name	Benefits Verified on	Days Until Due for Reverification	Next Injection Date	Status
Smith, Bob	09/15/2023	0	09/15/2023	In Progress
Sanders, Sally	09/16/2023	1	09/16/2023	On Therapy
Smith, Bob	09/17/2023	2	09/17/2023	Closed
Sanders, Sally	09/18/2023	3	09/18/2023	Withdrawn
Sanders, Doe	09/19/2023	4	09/19/2023	Cancelled

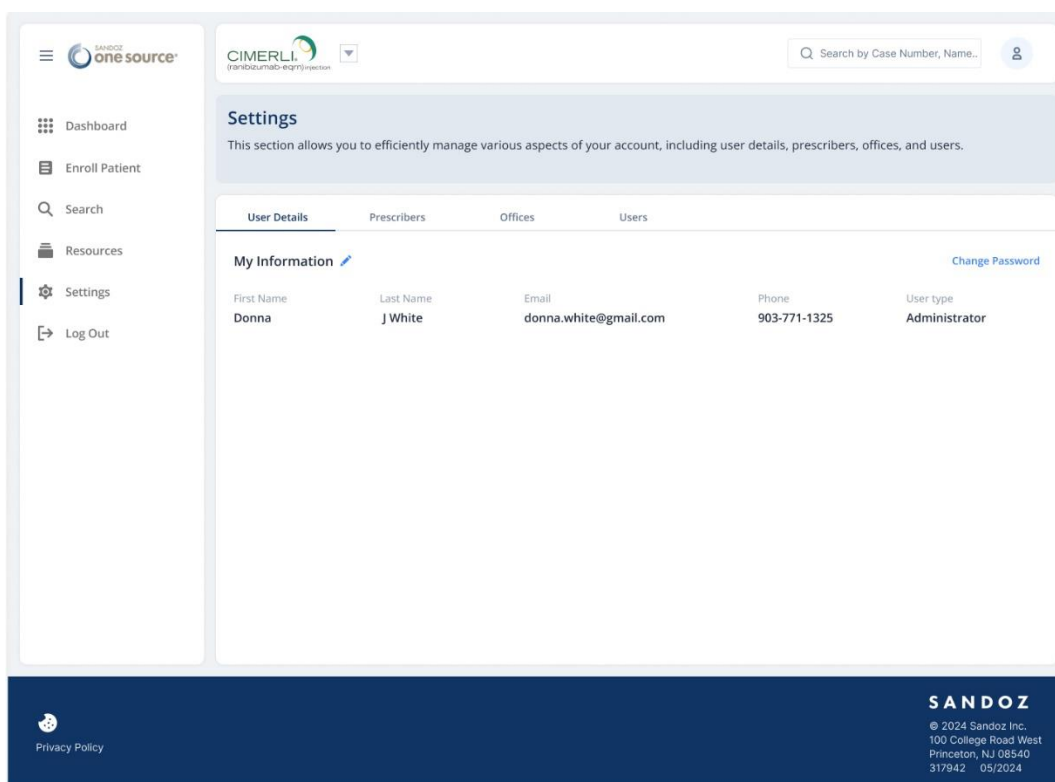
< Previous Displaying 1 of 2 Page Next >

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7. Settings

- You will navigate to the Settings screen if you click on the “Settings” option on the left navigation panel OR if you select the user icon on the right upper corner.
- The Settings screen has 4 sub screens: User Details, Prescribers, Offices and Users.
- The “User Details” screen shows the details of the logged in user. You can click on the pencil icon to edit your user details.



Settings

This section allows you to efficiently manage various aspects of your account, including user details, prescribers, offices, and users.

User Details Prescribers Offices Users

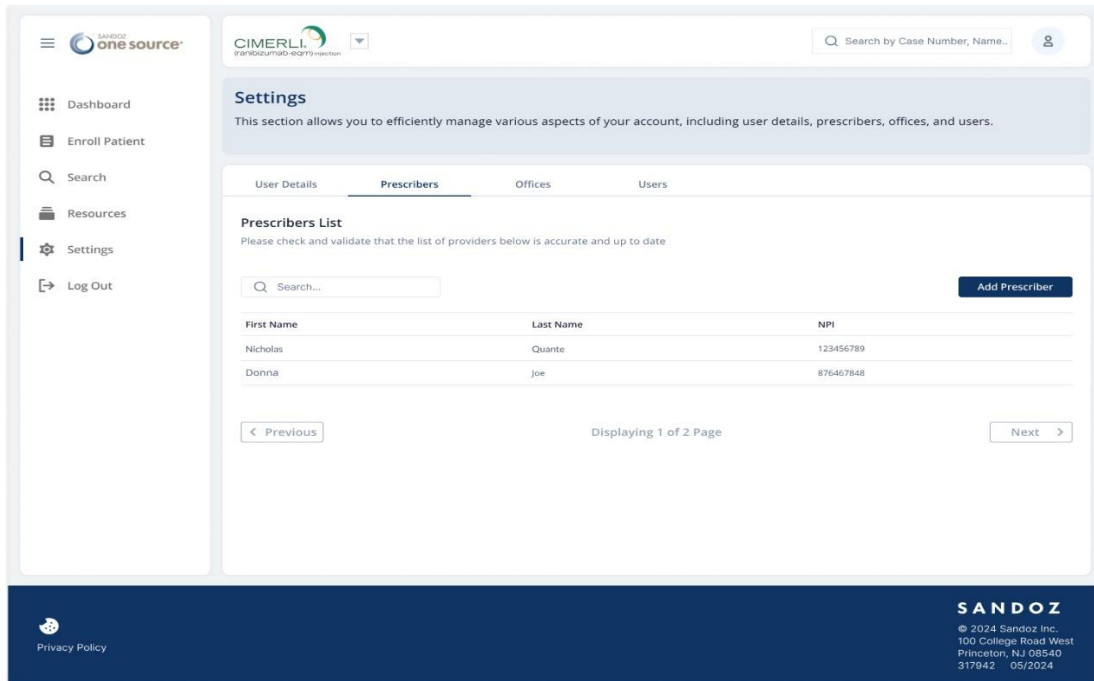
My Information [Change Password](#)

First Name	Last Name	Email	Phone	User type
Donna	J White	donna.white@gmail.com	903-771-1325	Administrator

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- If you click on the “Prescribers” tab, you will navigate to the “Prescribers” screen. This shows the prescribers associated with the logged in user.
- If you click on the “Add Prescriber” button, then you can add a new prescriber. The added prescriber will get associated with you and be visible in the table.



Settings
This section allows you to efficiently manage various aspects of your account, including user details, prescribers, offices, and users.

User Details **Prescribers** Offices Users

Prescribers List
Please check and validate that the list of providers below is accurate and up to date

Search...

Add Prescriber

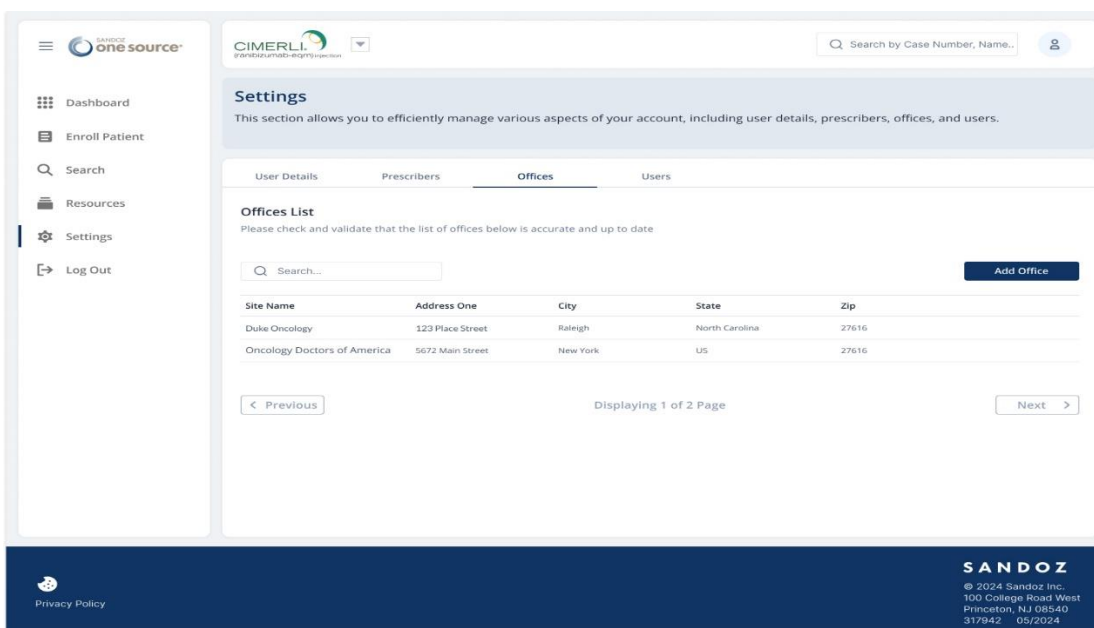
First Name	Last Name	NPI
Nicholas	Quante	123456789
Donna	Joe	876457848

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- If you click on the “Offices” tab, you will navigate to the “Offices” screen. This shows the offices associated with the logged in user. Click on the “Add Office” button to add a new office. The new office will get associated with you and be visible in the table.



Settings
This section allows you to efficiently manage various aspects of your account, including user details, prescribers, offices, and users.

User Details Prescribers **Offices** Users

Offices List
Please check and validate that the list of offices below is accurate and up to date

Search...

Add Office

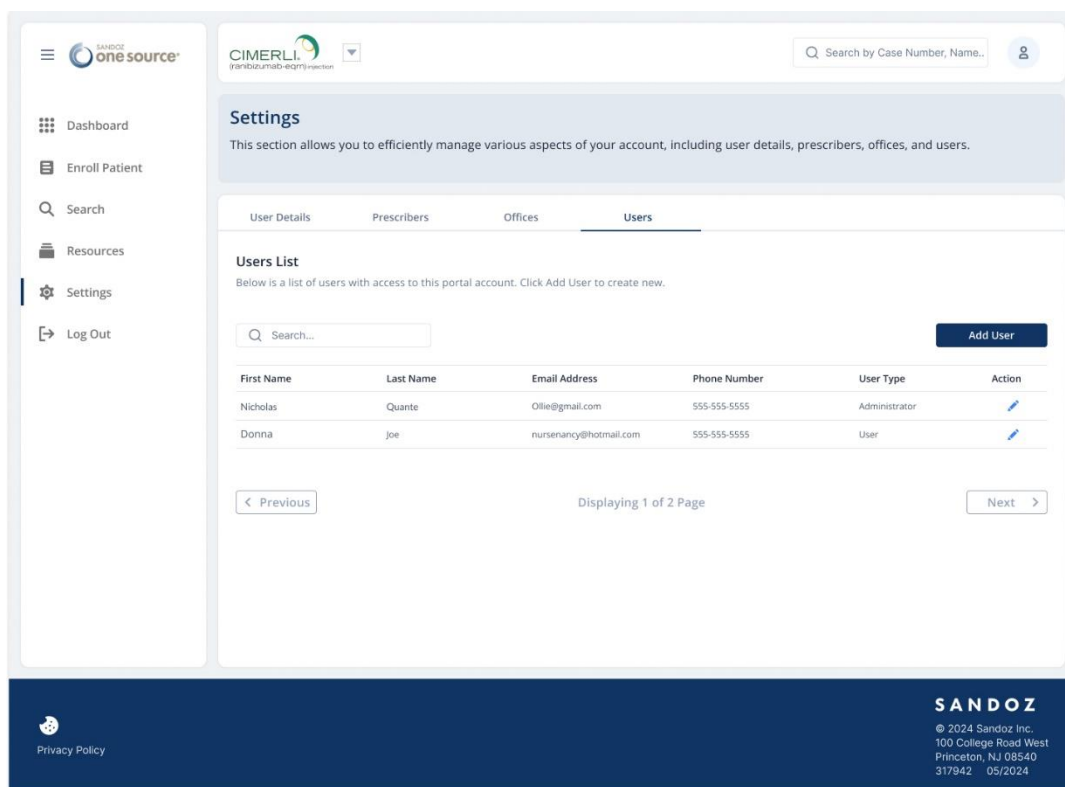
Site Name	Address One	City	State	Zip
Duke Oncology	123 Place Street	Raleigh	North Carolina	27616
Oncology Doctors of America	5672 Main Street	New York	US	27616

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- If you click on the “Users” tab, you will navigate to the “User” screen. This screen shows any users associated with the prescribers or offices associated with the logged in user.
- If you are assigned as an Administrator, you can add a new user by clicking on “Add User” button. You can also edit other users by clicking on the pencil icon.



Settings

This section allows you to efficiently manage various aspects of your account, including user details, prescribers, offices, and users.

Users List

Below is a list of users with access to this portal account. Click Add User to create new.

Search...

Add User

First Name	Last Name	Email Address	Phone Number	User Type	Action
Nicholas	Quante	Ollie@gmail.com	555-555-5555	Administrator	
Donna	Joe	nursenancy@hotmail.com	555-555-5555	User	


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8. Patient Profile

- If you click on a Case Number hyperlink or a Patient Name hyperlink within the HCP Portal, you will navigate to the “Patient Profile” screen.
- The “Patient Profile” screen has 2 sections: Case Details and Enrollment Details.
- Under Case Details, there is a “Patient Journey” table that displays the Program case associated with the patient and any associated service cases.
- Under Case Details, you will also see a “Benefit Investigation Tracking” table with the BI case details for any BIs completed for that patient. From this section, you can add a next injection date or submit a request to the Hub for reverification.
- The “Medical Benefit Copay Details” and “Pharmacy Benefit Copay Details” tables will display the patient’s Copay processing information if they are eligible for the copay card.



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Patient Name

Bob Smith

Date of Birth

11/20/1989

Hub Patient ID

XXXXXXX

Phone Number

555-555-5555

Address 1

123 Place Street

More Details

[Click Here](#)

Case Details

Enrollment Details

Patient Journey

Case Number	Enrollment Date	Case Type	Status	Case Outcome	Reason
005423847	11/1/2023	Program	In Progress	Enrolled	Application Received
005423848	11/1/2023	Benefit Investigations	Closed	PA Required	Submit PA
005423849	11/1/2023	Prior Authorization	Closed	PA Required	Benefits Available
005423850	11/1/2023	Appeal	Closed	Approved-1st Level Appeal	Paid Upon Resubmission
005423851	11/1/2023	PAP	Enrolled	Approved	Eligibility Appeal Approved

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Benefit Investigation Tracking

[Reverify](#)
[Update Next Injection Date](#)
[Download Summary of Benefits](#)

Benefits Verified on	Days Until Next Reverification	Next Injection Date	Status
04/01/2024	0	09/15/2023	Closed

Medical Benefit Copay Details


Member ID	Group	Payer ID	Status
34563453456	456745674	23452	Enrolled


The Copay Details listed are for commercial patients only. Terms & Conditions Apply. For instructions on submitting a claim, [click here](#).

Pharmacy Benefit Copay Details

Member ID	Group	BIN	PCN	Status
34563453456	456745674	234523452	1523	Enrolled

The Copay Details listed are for commercial patients only. Terms & Conditions Apply.


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- To request reverification, you can click on the “Reverify” link next to “Benefit Investigation Tracking”. This will navigate you to the “Reverify Benefits” screen. Here, all fields will be auto populated based on the initial enrollment. If you need to edit the fields, click on the edit buttons (pencil icon) in front of the respective sections, and the fields in that section will become editable. Then select “Submit” to send the request for reverification to the Hub.

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Reverify Benefits

Please check the following details below from the patient's current benefits investigation case to ensure it is accurate and update to date. Click to edit the corresponding section if anything has changed. (This page will be prepopulated)

Insurance Information

Has Insurance? ☒ Yes ☐ No

Primary/Medical Insurance

Search Primary/Medical Insurance

Search Accounts...

Insurance Type

select

Insurance Phone Number

-

Member Name

-

Member ID #

-

Policy/Group #

-

Secondary/Medical Insurance

Search Secondary/Medical Insurance

Search Accounts...

Insurance Type

select

Insurance Phone Number

-

Member Name

-

Member ID #

-

Policy/Group #

-

Pharmacy/Rx Insurance

Search Pharmacy/Rx Insurance

Search Accounts...

Insurance Type

select

Insurance Phone Number

-

Member Name

-

Member ID #

-

Policy/Group #

-

Rx Bin #

-

Rx PCN #

-

Office Information

Office

Duke Primary Care

Prescription Information

☒ CIMERLI 0.5 mg/0.05 mL (10 mg/mL) single-dose vial (NDC:70114-0441-01)

Quantity

Select Quantity

Other

-

Refills

-

Frequency of Treatments

select

☒ CIMERLI 0.3 mg/0.05 mL (6 mg/mL) single-dose vial (NDC:70114-0440-01)

Quantity

Select Quantity

Other

-

Refills

-

Frequency of Treatments

select

Date of Last Injection (if applicable)

Select Date

Patient's scheduled injection date

Select Date

Cancel

Submit

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- If you click on the “Enrollment Details” tab from the Patient Profile screen, you will see various screens shown in different tabs. These screens will display the information entered during enrollment. All the fields in the “Enrollment Details” tab are auto populated and non-editable. Call Sandoz One Source if you need to make an update to one of these fields.

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Search by Case Number, Name...

Patient Name

Date of Birth

Hub Patient ID

Phone Number

Address 1

More Details

Bob Smith

11/20/1989

XXXXXXX

555-555-5555

123 Place Street

Click Here

Case Details

Enrollment Details

Patient Information

Insurance Information

Diagnosis Information

Prescriber Information

Prescription Information

Patient Information

First Name *

Middle Name

Last Name *

Date Of Birth *

MM/DD/YYYY

Sex *

select

Address 1 *

Address 2

City *

State *

select

ZIP *

Home Phone

Mobile Phone

Email

Preferred Language

select

Caregiver/Guardian Name

Caregiver/Guardian Relationship to Patient

select

Patient Financial Information

Sandoz Patient Assistance (SPA) Program: ELIGIBILITY CRITERIA

Under this program, Sandoz agrees to ship product to the provider for patients who qualify for the SPA. The terms and conditions below must be met in order for a patient to be enrolled in the program:

Reside in the United States or a U.S. Territory

Have limited or no prescription insurance coverage

Have an adjusted annual household income of \geq 500 of Federal Poverty Limit (FPL)

Have a valid prescription for the Sandoz medication

Be treated by a licensed U.S. health care provider

Complete and sign consent form and, when applicable, provide income documentation

Total Gross Income

Household Size

Privacy Policy

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