

The LIBTAYO Surround

Commercial Copay Program Portal user's guide

A resource for helping you register for
and navigate the LIBTAYO Surround
Copay Program Portal

The portal enables HCPs and office staff to:

- **Enroll** eligible patients in the LIBTAYO Surround Commercial Copay Program
- **Track** and submit claims for copay reimbursement
- **Utilize** the information generated in the portal to update individual billing systems with adjudication information

➤ Access the portal at
LIBTAYOCopayCard.com

 **LIBTAYO**®
(cemiplimab-rwlc)
Injection 350 mg



Getting started: registering your practice

Registering your practice enables you to enroll patients into the LIBTAYO Surround Commercial Copay Program. This program allows eligible patients with commercial insurance to pay **as little as \$0** for LIBTAYO. This includes any product-specific copay, coinsurance, and insurance deductibles*—up to \$25,000 in assistance per year.† To register:

- Go to LIBTAYOCopayCard.com
- Click the **Create New Account** button
- **Enter your practice information.** Fields marked with an * are required to complete the registration process
- **Review the Terms of Use** and check the box located beneath the terms if you agree
- Once all fields are completed, click the **Submit** button. Upon clicking **Submit**, you will receive a Welcome email and a password reset email. Use the link provided to create a password for your practice to finalize your account. You can then click **Log In** to enter the portal

If you forget your password, you can reset it by clicking *Forgot Password* on the login screen and entering your email. Instructions on how to reset your password will be sent to your registered email address

Navigating the portal



Figure 1.

- When you log in with your username and password, you will access the homepage, which allows you to navigate to the main areas within the portal: Enroll, Upload, and Patient Search (**Figure 1**). Each of these 3 sections are described in detail on the following pages
- The sidebar menu also enables you to reach all of the main areas and allows you to access your settings and log out of the portal
 - Note that within Settings, it is possible to add prescribers, practices, and users to your account

*This program is not valid for prescriptions covered by or submitted for reimbursement under Medicare, Medicaid, Veterans Affairs/Department of Defense, TRICARE, or similar federal or state programs. Not a debit card program. The program does not cover or provide support for supplies, procedures, or any physician-related service associated with LIBTAYO. General non-product-specific copays, coinsurance, or insurance deductibles are not covered. Additional program conditions apply. See LIBTAYOSurround.com for more information.

†Patients are responsible for any out-of-pocket cost for LIBTAYO that exceeds the program assistance limit of \$25,000.

Enrolling patients

You can begin a patient's enrollment by clicking *Enroll* from the homepage.

STEP 1

Assess whether the patient qualifies for the LIBTAYO Surround Commercial Copay Program

Figure 2.

- Answer eligibility questions, which assess whether your patient meets criteria requirements for the Commercial Copay Program (**Figure 2**)
- Check the box to attest that the eligibility information you entered is correct
- Click *Next* to progress to the next screen. (**Note:** If your patient does not meet eligibility criteria based on an answer you provide during the eligibility assessment, a message will appear under the question stating, "Your selection does not meet the eligibility criteria." In addition, a pop-up will appear after you click *Next* that will suggest that you contact LIBTAYO Surround to learn more about why a patient may not be eligible)

STEP 2

Enter prescriber information

Figure 3.

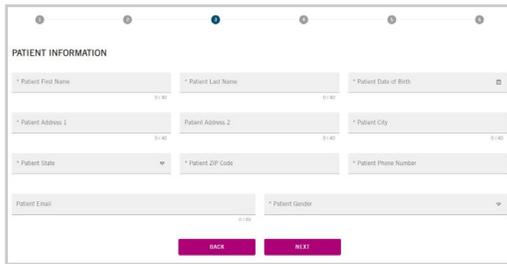
- Select the prescriber and practice associated with your account and click *Next*. If the prescriber or practice is not listed, click *Add Prescriber/Add Practice* and input the information (**Figure 3**)
- Click *Submit*

(Continued on next page)

Enrolling patients (cont'd)

STEP 3

Enter the patient information



The screenshot shows a form titled "PATIENT INFORMATION" with the following fields: Patient First Name, Patient Last Name, Patient Date of Birth, Patient Address 1, Patient Address 2, Patient City, Patient State, Patient ZIP Code, Patient Phone Number, Patient Email, and Patient Gender. There are "BACK" and "NEXT" buttons at the bottom.

Figure 4.

- Enter all required fields pertaining to your patient's information (**Figure 4**)
- Click *Next*
- Enter payer/benefit information, including secondary insurance information, if your patient has it
- Click *Next*

The information you entered for the patient will be summarized on the screen. If you need to make changes, click *Previous* to go back and edit the information. If the information you entered is accurate, click *Submit*. At this point, **the patient has been enrolled**

After a patient is enrolled, you will advance to a page with "Congratulations" at the top. On this page, take note of the "Medical Claim Instructions," which provide guidance when submitting medical claims as well as important ID numbers that will apply to the patient's claim submission. You can then navigate to the homepage, where you can search for patients, upload documents, or log out of the portal

Uploading supporting documents

Upload enables you to **submit relevant documents and medical data, such as the patient's EOB, COB, and CMS-1500 claim form**. Begin by clicking *Upload* from the homepage.



The screenshot shows a document upload interface with the text "Please upload at least one document. Valid file types: PDF". Below this is a large dashed box with the text "Drop file to upload or CLICK HERE". At the bottom are "BACK" and "Submit" buttons.

Figure 5.

- Drag a file into the center of the page and drop it into the box on the screen. You can also click in the box, and you will be prompted to search for and upload the documents from your computer (**Figure 5**)
- A message will appear on the screen to let you know the document was successfully submitted*

The portal **only accepts PDF files**.
In addition, the total size of all uploads must be **10 MB or less**

*Please note that upon submission of claim, processing times may vary. Once processed, the claim status will appear in the portal.

CMS=Centers for Medicare & Medicaid Services; COB=coordination of benefits; EOB=explanation of benefits.

Patient search

Patient Search allows users to **review registered patients' information**, including claim status and details, and utilize the information generated in the portal to **update your internal billing system**. You can access enrolled patients by clicking on *Patient Search* from the homepage. Note that you will **only be able to access** patients you have enrolled through the portal.

- You can search for patients by patient name, date of birth, state, prescriber, or medical member ID or pharmacy member ID. (**Note:** A patient search will be narrowed down depending on the information entered. For example, filtering patients by prescriber will bring up all the patients who were enrolled by that prescriber. The most precise way to find a specific patient is by entering their unique medical or pharmacy ID)
- Once your search parameters are set, click *View All*. A list of all patients who satisfy the criteria you entered will appear
- Click the icon to the right of the patient you are looking for



Figure 6.



Figure 7.

- Once a patient is chosen, the patient's profile will be displayed. Two tabs will be available for viewing
 - The *Patient Information* tab displays the patient's account number, name, date of birth, gender, address, and phone number. In addition, the patient's enrollment status (*Enrolled* or *Unenrolled*) and their specialty pharmacy benefit and medical benefit information are displayed (**Figure 6**)
 - The *Claim Information* tab displays the patient's copay reimbursement information, claim ID, the date processed, date of service, initial cost, patient benefit applied, remaining cost, and payment cost (**Figure 7**)

Questions?

Contact your local Reimbursement Manager or...

- For portal registration or usage questions, call the LIBTAYO Surround Commercial Copay Program at **1.844.323.0531**
- For eligibility questions, call LIBTAYO Surround at **1.877.LIBTAYO** (1.877.542.8296) **Option 1**, Monday–Friday, 8 AM–8 PM Eastern time