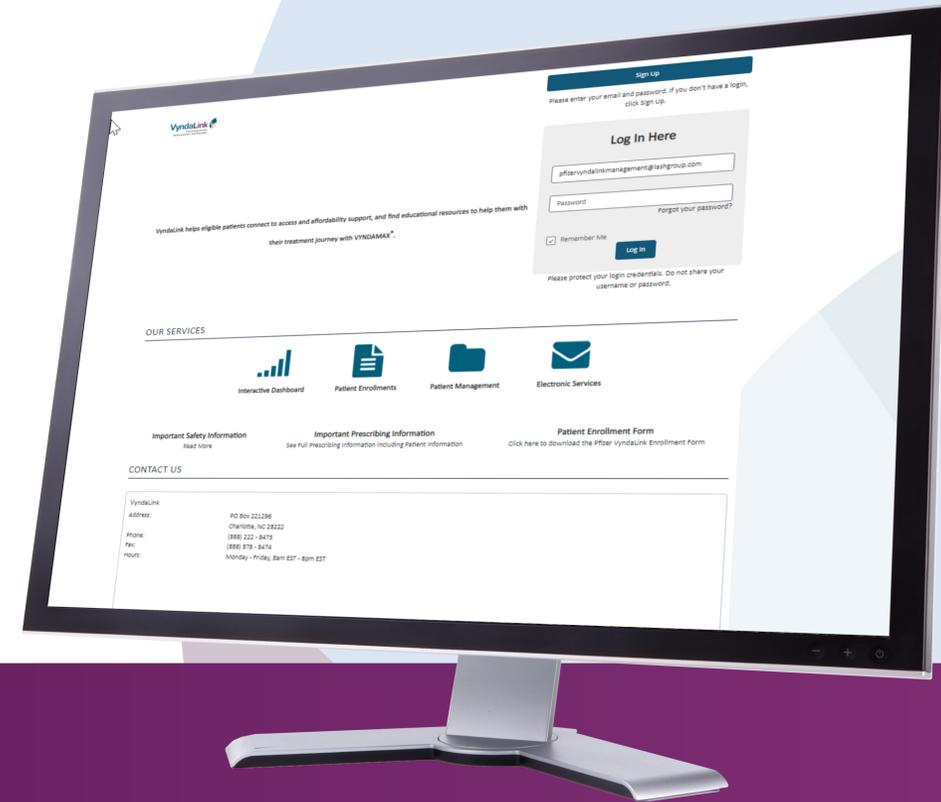




For portal technical support, call the VyndaLink Provider Portal Hotline:
855-764-7357 (Monday-Friday 9AM-5PM ET)



Provider Portal Reference Guide



Visit VyndaLinkPortal.com

See *VyndaLink Provider Portal FAQs* at the tab below.



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For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Introduction

Welcome to the VyndaLink Provider Portal. The Portal functions as a platform where healthcare providers (HCPs) can enroll patients in the VyndaLink Program and manage their patients' information.

VyndaLink helps eligible patients connect to access and affordability support and find educational resources to help support their treatment journey with VYNDAMAX® (tafamidis).

The VyndaLink Provider Portal allows access to an interactive dashboard, online patient enrollment, and patient management tools. VyndaLink is available to answer questions and troubleshoot Provider Portal issues. For **specific questions regarding this portal**, call the VyndaLink Provider Portal Hotline at 855-764-7357, Monday-Friday 9AM-5PM ET.

For **VyndaLink questions**, call VyndaLink at 888-222-8475, Monday-Friday, 8AM-8PM.

Should you choose to set up the Provider Portal independently, this **Reference Guide** provides step-by-step instructions. The Pfizer Field Access Specialist can provide portal demonstrations, assist with account setup and answer questions about the Provider Portal. You can contact them directly or through your Pfizer Account Specialist.

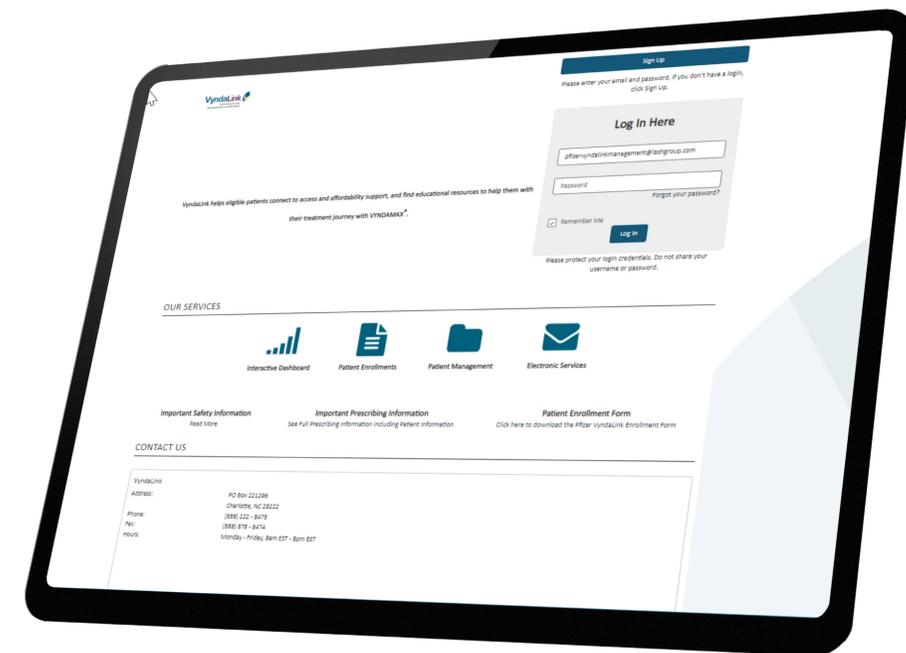
Who Can Use the Portal

HCPs and their staff can use this portal after VyndaLink verifies their registration. Use these instructions to assist with navigating the portal once you have been provided access.

Portal Capabilities

In the online portal, HCPs can enroll new patients and re-enroll existing patients. Providers can also check the status of an enrolled patient, upload new documents for the patient, and review enrolled patient cases. This tool provides secure access for patient records pertaining to the VyndaLink Program.

The portal also contains VYNDAMAX Patient Assistance Program (PAP) patient status, ship dates, and tracking numbers.



Tip: the web browser that works best for this portal is Google Chrome.



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Signing Up for the Provider Portal



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Signing Up for the Provider Portal

Go to www.VyndaLinkPortal.com.

Step 1. Click “Sign Up” to create a portal account. Existing users with user names and passwords should click “Log In.”

Step 2. Select your role to create an account.



Reminder: When you hover over each role, more information about that role will appear.

Step 3. Complete the “Account Details” screen

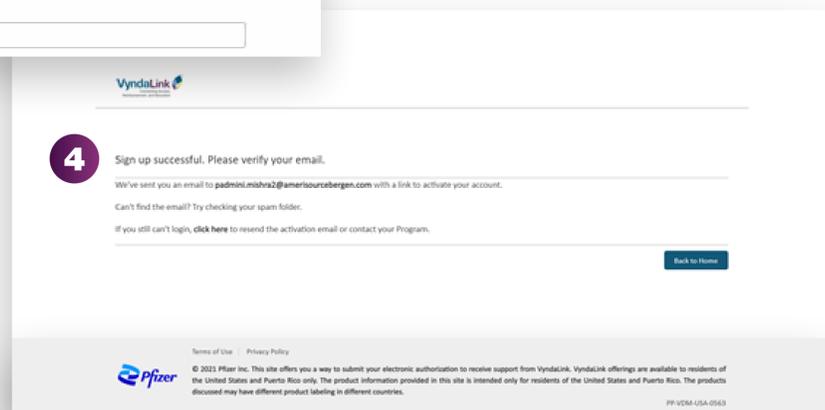
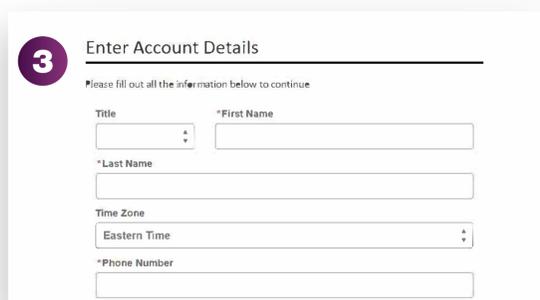
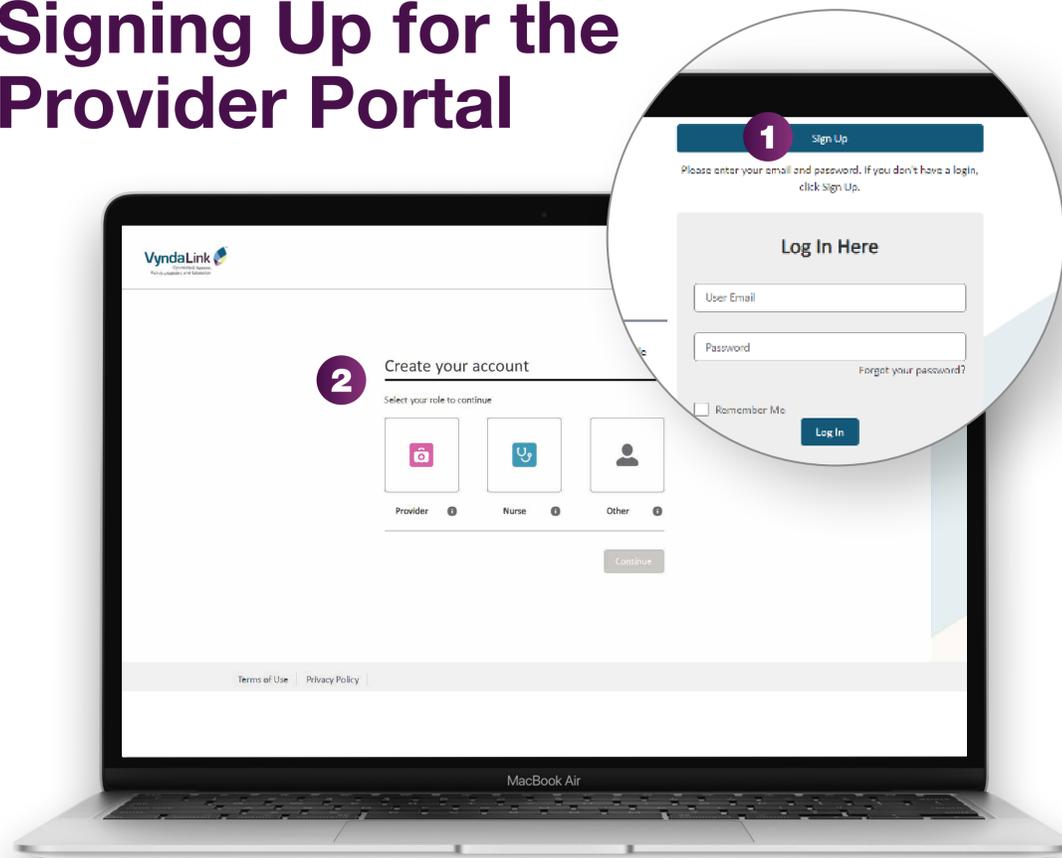
- Enter your name, email, phone, etc
- Click the link to read the Terms of Use and Privacy Policy

Step 4. Watch for an email from the VyndaLink Portal to your inbox. The email contains further registration directions. Check your spam folder if not found. Within 24 hours of receiving the email, you must take action and log into the portal with the temporary password contained in the email. This is required to create your user account password.

- Password must contain: 8 or more characters, at least 1 uppercase letter, at least 1 lowercase letter, at least 1 number or special character

Step 5. Log in using your portal account user email and password. Enter your 3 security responses for verifying identity if a password is forgotten. Then click “Continue.”

Your next steps include “Setting Up Your Office” by “Completing Your Profile,” “Linking Your Office,” and “Affiliate Providers to Your Office.” These steps are required before being able to use the portal. See next section for directions.





Setting Up Your Office



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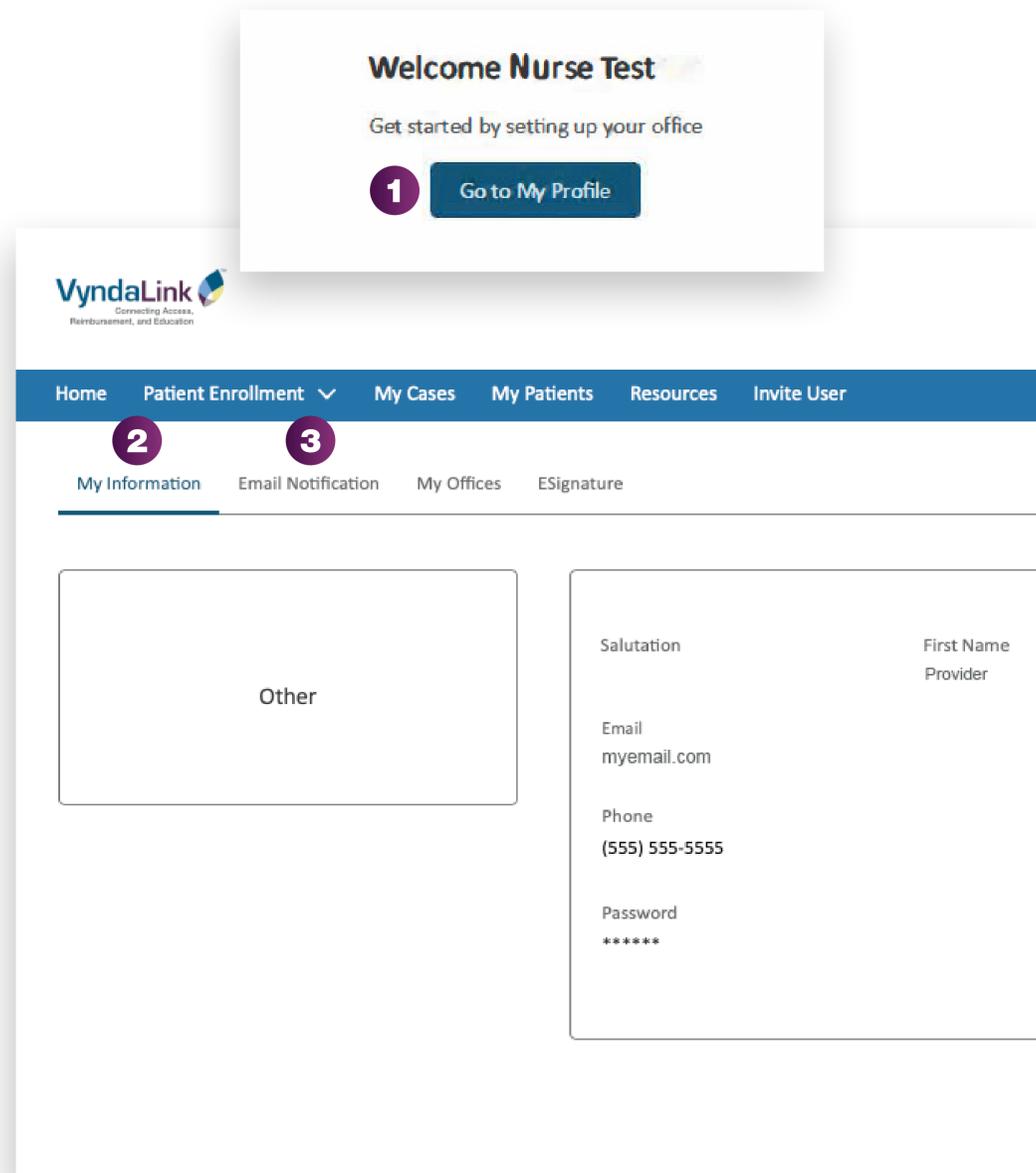
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Setting Up Your Office



Complete Your Profile

Navigating the “My Information” Page

- 1 After logging in, click “Go to My Profile.”
- 2 On the “My Information” page, you will see the personal information you provided. You can:
 - Edit your profile’s phone number
 - Change your password
 - Change your general communication and document communication preferences

Using the “Email Notification” Page

- 3 Click “Email Notifications” to indicate how often you wish to receive emails from the portal.





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Setting Up Your Office (cont'd)

The screenshot shows the 'My Offices' page in the VyndaLink portal. The 'My Offices' tab is selected, and the 'Request New Office' button is highlighted with a '2'. Below this, the 'Find Your Office' search page is shown with a search box containing 'pfiz' and a '3' next to it. The search results table lists various Pfizer sites with 'Add' buttons. The 'Pfizer no access site' entry is highlighted with a '4' next to its 'Add' button. A modal box titled 'Your Selection:' shows the details for the selected site: 'Pfizer no access site', 'Pfizer no access', and 'CHARLOTTE, NC 28222'.

Complete Your Profile (cont'd)

Linking Your Office to the Portal

Each registered user must have offices (HCP sites) and affiliated providers (HCPs) linked to their profile.

- 1 Click "My Offices" in the navigation tab. The screen will look like this image when there are no pending offices.
- 2 Click "Request New Office" to be directed to the "Find Your Office" page.
- 3 Type the appropriate information into the search boxes. Scroll down and look for the correct office.
- 4 Add the office you want, then click "Next."



Note: Click "add a new office" if you cannot find your office in the Results section and manually search for the office.



For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Setting Up Your Office (cont'd)

1 Office Admin

The following Offices you selected do not have an assigned Office Admin. Please click on the "Add An Admin" button to enter yourself or to designate another user at your Office as the Office Admin. If you need more help determining who should be your Office Admin, please utilize the "Need Help?" link on the bottom of the page to contact your Program.

Site Info: Pfizer no access site Pfizer no access site 1, CHARLOTTE, NC 2... Add an Admin

2 Add an Admin

Please provide the admin information of the office you have selected below:
Pfizer no access site
Pfizer no access
site 1
CHARLOTTE, NC 28222

If you are the admin, please check this box

* Admin First Name: Admin First Name
* Admin Last Name: Admin Last Name
* Admin Email: Admin Email
* Admin Phone Number: Admin Phone Number

3 Save

4 My Offices

Request New Office

Pending Offices | All Offices

5 My Offices

Request New Office

Pending Offices | All Offices

North Hudson Medical Center, Rye, NY	+ Add Provider
Stephen Phillips, office, Tarrytown, NY	+ Add Provider
Brooklyn Medical Clinic, Brooklyn, NY	+ Add Provider

Complete Your Profile (cont'd)

Assigning an Office Administrator to Your Profile

- 1 Each office registered to use the portal must have a designated Office Admin to manage the office's registered portal users.
- 2 Click "Add an Admin." Fill out the form with your admin's information. If you are the admin, check the box before filling out the rest of the fields.



Note: If you need help determining who should be your Office Admin, click the "Need Help?" link.

- 3 Click "Next." An Office Administration Verification Email will be sent to the Office Admin's email address. Follow directions on email to verify account.

Understanding Pending, Approved, and Denied Offices

- 4 VyndaLink must approve adding offices to your account. Offices show as "Pending" on your "My Offices" page until approved.
- 5 Click "All Offices" to view all your offices. Each office's status will be marked.



Note: Only "Approved Offices" can be added to or removed from the portal.



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Setting Up Your Office (cont'd)

1 Click the "My Offices" tab.

2 Enter the provider's name or NPI in the search box.

3 Click "Continue" to view search results.

Affiliated Provider	Affiliated Provider Site	eSignature Status	Delegated Status	Action
Luke Skywalker	Pfizer Test Site1	Registered	Requested	N/A
Luke Skywalker	Pfizer Site1 TD2	Registered	Not Requested	4 Request Delegate
bridgepp user	Bridge Hospital	Not Registered	Not Requested	Request Provider to Register
nurse test	Nurse	Pfizer Test Site1	Requested	5 Approve Deny

Affiliate Providers to Your Office

- 1 Click the "My Offices" tab. For affiliate providers, type in the provider's NPI or name in the search box. NPI is the surest way to locate the provider.



Note: Any providers already affiliated with your office, including your practice, will appear on this page.

- 2 Results will appear under the search box, including the provider's name and NPI number. Click "Add," then press "Continue."
- 3 If you cannot find the provider you are looking for, click "add a new provider" to manually add that provider.



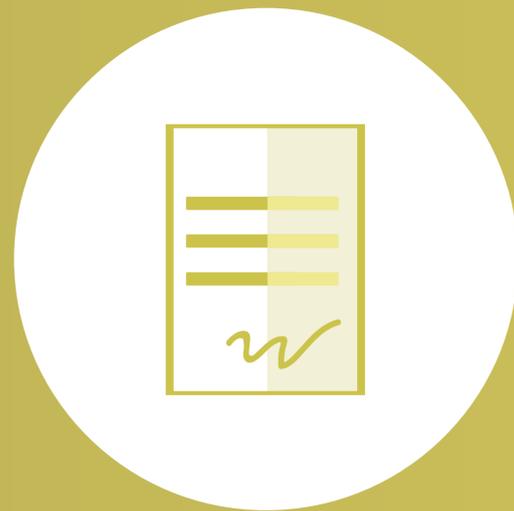
Reminder: Offices and Providers will remain in a Pending status until VyndaLink is able to contact the office and speak with the Office Provider Portal Administrator to verify these selections.

- 4 The Office Administrator should allow 2 business days for VyndaLink to call them to complete the setup and take the status from "pending" to "active." The patient data will not display for that user unless their account is active.
 - If the affiliate provider wants to register for eSignature, click "Request Provider to Register" to send the Provider eSignature link
 - If the affiliate provider wants you to be a delegate, click "Request Delegate" to send the provider this email
- 5 After VyndaLink approves the Office Administrator, their office and affiliated providers, the Office Administrator is responsible for approving or denying new users and their offices/affiliated providers.



Tip: Each user's profile must have offices and affiliated providers in order to enroll patients or view existing VyndaLink enrolled patients of that provider.



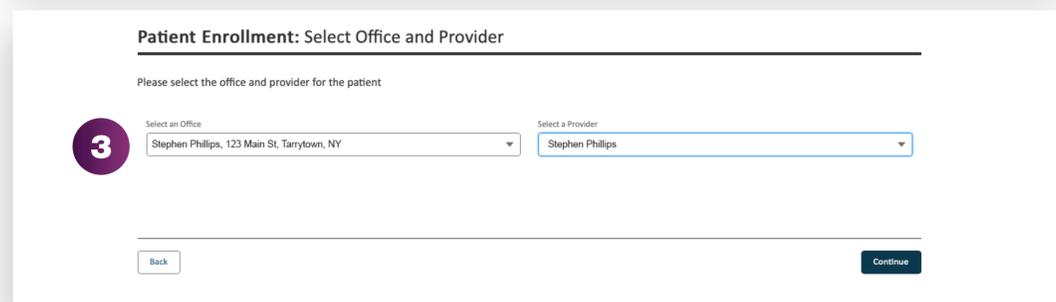
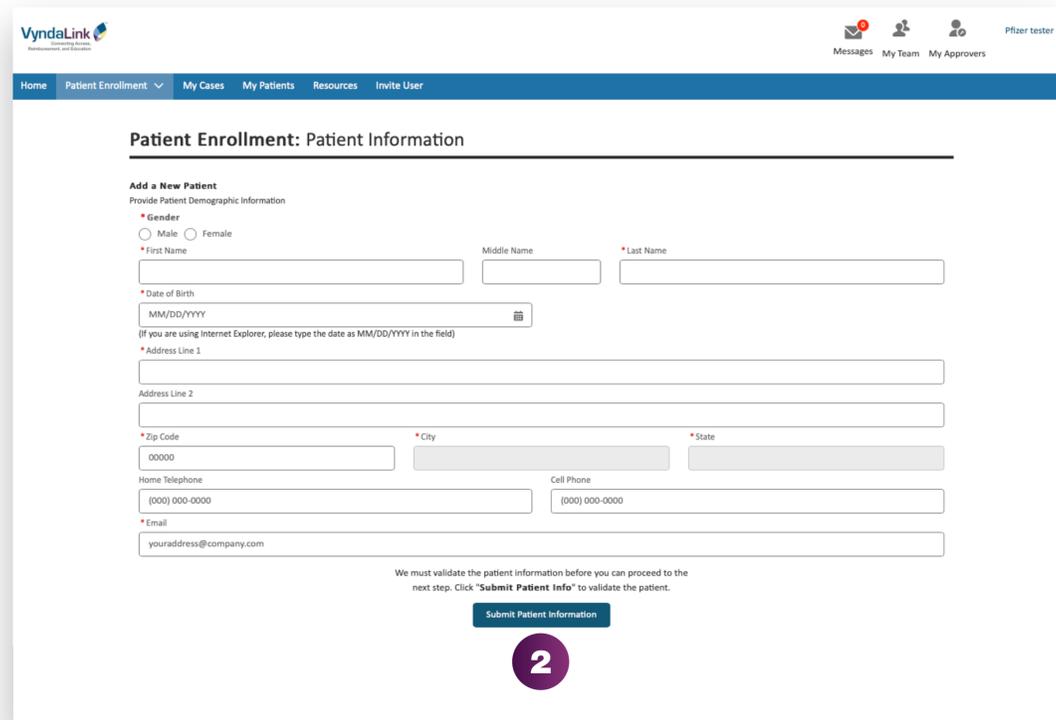
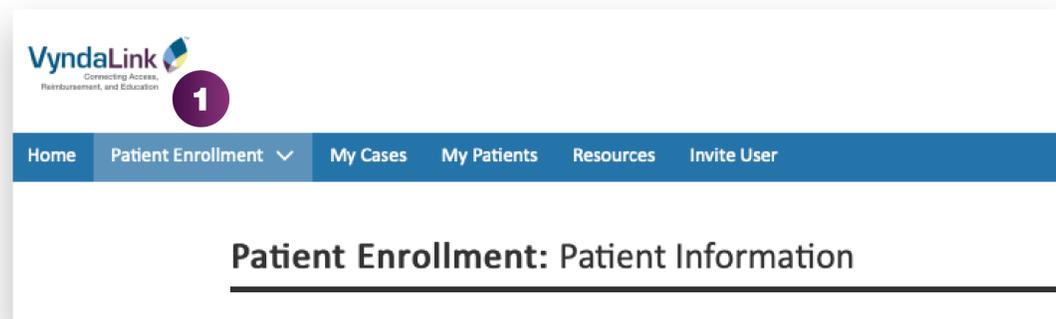


Enrolling Patients Using the Provider Portal



For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Enrolling Patients Using the Provider Portal



Note: Fields highlighted in red throughout the form signal required information. The form will not send until all fields highlighted in red are completed with accurate information.

Enrolling a New Patient

- 1 Navigate to the “Patient Enrollment” tab and go to “Add a New Patient.”
- 2 Fill out the fields with the patient’s information, then click “Submit Patient Information.” You will be notified if the patient is already in the VyndaLink CRM. If the patient is already enrolled in VyndaLink and you are requesting new support for this patient, select the patient from the provider’s patient list that displays.
- 3 Select the patient’s office and provider on the “Patient Enrollment: Select Office and Provider” page. Press “Continue.”





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Enrolling Patients Using the Provider Portal (cont'd)

4 Patient Enrollment: Select Brand(s)
Please select one or more brands being prescribed to this patient.

5 Patient Enrollment: Select Service(s)
Please select all services for which you would like to enroll this patient.

6 Patient Enrollment: Complete Form

Patient Information

Patient Details

Gender: Female

First Name: Test

Middle Name:

Last Name: Test

Date of Birth: 5/10/2023

Patient Address

Address Line 1: 1 Main Street City: NY

Enrolling a New Patient (cont'd)

- Click the brand of the medication being prescribed on the “Patient Enrollment: Select Brand(s)” page. You may only select one brand. Press “Continue.”
- Select PAP or Reimbursement Support, or both on the “Patient Enrollment: Select Service(s)” form. Press “Continue.”



Note: Only a combination of services are available in single form. If some services are disabled, you would need to submit the enrollment separately.

- Scroll down to the Patient Information section on the “Patient Enrollment: Complete Form” page to continue completing the form.



Reminder: The gray areas on the Patient Information form are prepopulated with the information you provided earlier and cannot be altered. Fields in white can be completed.





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Enrolling Patients Using the Provider Portal (cont'd)

Enrolling a New Patient (cont'd)

- 7 Scroll down to the Insurance Information section. If the patient has medical insurance, click “Yes.” If the patient has pharmacy insurance, click “Yes.”

Reminder: Make sure to enter the patient’s current medical and pharmacy insurances.

- 8 Fill out the patient’s primary, secondary, and/or tertiary medical insurance information.
- 9 Fill out the primary, secondary, and/or tertiary pharmacy insurance information.



For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Enrolling Patients Using the Provider Portal (cont'd)

10

Office Information

Provider Info

Provider: GOLDEN_PROVIDER_11 GOLDEN Prescriber NPI: 1234568800

Office Information

Office: GOLDEN_SITE_3 State: []

Address Line 1: 123 This Way Street Zip Code: []

Address Line 2: [] Phone: []

City: [] Fax: []

Contact Email Address: [] Office Contact Name: []

Treatment Facility: Search Accounts... Office Contact Phone: []

11

Medical Information

Allergies
Please add allergies if applicable. You can add information for any allergy that isn't listed below.

Add Allergy +

Treatment & Prescription
Please add relevant treatment and prescription information.

VYNDAMAX® (tafamidis)

Add Treatment & Prescription +

Diagnosis

Add Diagnosis +

Diagnostic Test Name

Add Diagnostic Test Name +

12

File Attachments

Upload Files
Attach supporting documents (e.g. Insurance Card)
* Allowed file types: docx, doc, pdf, bmp, xlsx, xls, txt, jpg, tiff, gif, png
* Maximum file size: 4.5 MB
* Maximum number of files: 5

Upload Files Or drop files

13

Attestation & Consent

Enrolling a New Patient (cont'd)

- 10 Scroll down to the Office Information section of the form. Enter any missing information.
- 11 Scroll down to the Medical Information section and click “Add Treatment & Prescription.”
 - Fill out the fields with the patient’s treatment information in the Medication section(s)



Note: Remember to enter all fields about the VYNDAMAX prescription.

- 12 Click the “Add Diagnosis” box. Type the primary diagnosis code in the search box and select the correct code.



Note: You can add up to 3 diagnosis codes.

- 13 Scroll down to the File Attachments section and attach supporting documents. Press “Done” after uploading the selected files.





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Enrolling Patients Using the Provider Portal (cont'd)

14 **Signature**

Patient Signature
Please obtain the patient signature to continue with the enrollment form
*Signature Options
-- None --

Provider Signature
Please obtain the provider signature to complete the enrollment
*Signature Options
-- None --

Cancel Save Draft **15** Continue

16 **Signature**

eSign Options
If using 'eSign now', only one signature can be captured. If the other party also intends to use eSign, then they will need to use the 'email to eSign' option.

Patient Signature
Please obtain the patient signature to continue with the enrollment form
*Signature Options
Patient will sign the enrollment form via eSign
*Select eSign option
Patient will eSign now

Provider Signature
Please obtain the provider signature to complete the enrollment
*Signature Options
Provider will sign the enrollment form via eSign
*Select eSign option
Send an email to the provider to eSign
* Provider Email
shahan.jamal2@amerisourcebergen.com

Cancel

18 **Signature**

Patient Signature
Please obtain the patient signature to continue with the enrollment form
*Signature Options
Patient will sign the enrollment form via eSign
*Select eSign option
Patient will eSign now
-- None --
Patient will eSign now
Send an email to the patient to eSign
*Signature Options
Provider will download, print and sign the enrollment form

Cancel

Thank you for submitting your enrollment request!

If you would like to view the status of the enrollment, please navigate to the **Case List View**. Please note that the case(s) you just created may take several minutes to appear on your list.
If you would like to enroll another patient, click [here](#).

17 View and Download Enrollment Form

Enrolling a New Patient (cont'd)

- 14** Identify how the patient and provider will be signing the form. Both signatures are required for patient enrollment.



Note: If the patient is going to eSign the form, an email is sent to the patient with instructions.

- 15** Click "Continue" to submit the form.



Note: Any required fields that are incomplete will now display in red.

- 16** You will be directed to the following page stating the results of the enrollment are processing.
- 17** You will be directed to the following page. Click "View and Download Enrollment Form" to download, view and sign the form. Please allow several minutes for the submittal to go through and for the eSign page to open.
- 18** If the provider and patient chose to eSign now, you will be redirected to the following page. Follow the directions **on the next page to learn how to eSign the enrollment form.**





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Enrolling Patients Using the Provider Portal (cont'd)

Signing the Enrollment Form via Provider Portal

1 Patient Signature
Please obtain the patient signature to continue with the enrollment form
*Signature Options
-- None --
Complete this field

2 Provider Signature
Please obtain the provider signature to complete the enrollment
*Signature Options
-- None --
Complete this field

Cancel Save Draft Continue

- 1 Once the enrollment form has been completed in its entirety, the option to eSign the documents will be made available. Select Provider and Patient Signature options.

If present, the patient can electronically sign the enrollment form while at the office by selecting **Patient will eSign now**.

If the patient is not present in the HCP office, you can send a signature request to the patient's personal email. Instructions for **eSign via Email** are found on the next pages.

- 2 The enrollment form can also be printed and physically signed by the HCP and patient, then faxed to VyndaLink at **1-888-878-8474**.
- 3 Once the signature options are selected, click **Next** to sign the form.
- 4 A PDF of the completed enrollment form will open with a highlighted yellow area for the Adobe Sign.
- 5 Click on each highlighted yellow area to review and electronically sign the form.

4 Please sign: [DEMO USE ONLY] Pfizer Enrollment

5 Adobe Sign Test Document
Not for commercial use

3 Next



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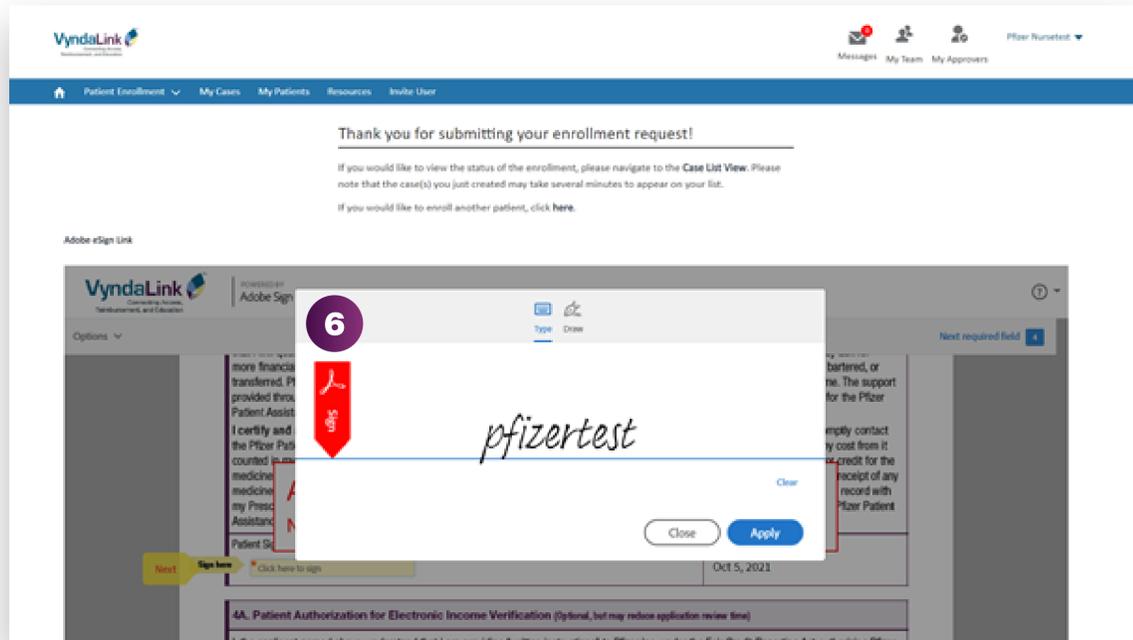
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Enrolling Patients Using the Provider Portal (cont'd)

Signing the Enrollment Form via Provider Portal (cont'd)



- 6 Click the Type or Draw icon to complete the signature. This example used the Keyboard icon in order to type the name.
- 7 HCPs and patients must carefully read the Attestation & Consent language and complete the applicable signatures before submitting the form.

7 Attestation & Consent

Optional Attestations:
Please submit documentation to support the financial information you've listed.
Attached is: **Most recent federal tax return**

Attached is: **W-2 form**

Attached is: **Other**

I attest that my patient's diagnosis was confirmed.

I confirm that my patient is being prescribed VYNDAMAX for the treatment of ATTR-CM.

Please check this box if your patient is currently participating in a tafamidis trial or compassionate use program.

Patient Authorization for Electronic Income Verification (Optional, but may reduce application review time)
I, the applicant named above, understand that I am providing "written instructions" to Pfizer Inc. under the Fair Credit Report Act and information from my credit profile or other information from Experian Income View. I authorize Pfizer Inc. to obtain such information determining financial qualifications for the Pfizer Patient Assistance Program. I also agree to provide additional financial documentation requested. I understand that I am entitled to a copy of this authorization upon request. This Authorization shall be valid for two (2) years from the date of signature of this form (unless a shorter period is prescribed by law). I understand that I may cancel this Authorization at any time by my cancellation to PO Box 220158, Charlotte, NC 28222, but this cancellation will not apply to any information already in use or disclosed.

Required Attestations:
***Patient Consent for Pfizer Patient Assistance Programs (Required if you entered financial information)**
The information you provide will be used by Pfizer Inc. ("Pfizer"), the Pfizer Patient Assistance Foundation™, and parties acting on the eligibility, to manage and improve the Pfizer Patient Assistance Program, to communicate with you about your experience with the Pfizer Patient Assistance Program, and/or to send you materials and other helpful information and updates relating to Pfizer programs.

Patient Declaration - By signing below, I certify that I cannot afford my medication, and I affirm that my answers and my proof-of-income are true, and accurate to the best of my knowledge. I understand that: Completing this enrollment form does not guarantee that I will qualify for the Pfizer Patient Assistance Program. Pfizer may verify the accuracy of the information I have provided and may ask for more financial and insurance information. The support provided through this program is not contingent on any future purchase. If I am enrolled in a Medicare Part D Plan and am eligible for the Pfizer Patient Assistance Program, Pfizer will notify my Part D Plan of my enrollment in the Pfizer Patient Assistance Program.

Signature

Patient Signature
Please obtain the patient signature to continue with the enrollment form

*Signature Options

-- None --

Provider Signature
Please obtain the provider signature to complete the enrollment

*Signature Options

-- None --

Cancel



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Enrolling Patients Using the Provider Portal (cont'd)

eSign via Email

Patients and providers can sign via Adobe eSign. The eSign via Email option requires initial setup with Adobe Sign. Once it is set up, providers and patients receive emails to complete the signature process.

- 1 The email will request a signature. Promptly read and follow the directions in this email. Once the window is open, click the yellow arrow **Start**.
- 2 Check the box and agree to the terms of ADOBE eSIGN and then click the blue button **Click to Sign**.
- 3 You will see a confirmation screen of your signature.

Prizer also may use my health information for quality assurance purposes and to evaluate and improve their operations and services. I understand that I do not have to sign this form and choosing not to sign will not affect my ability to receive treatment from my Healthcare Providers or payment from my health insurer. However, if I do

and hereby gives his or her permission for Prizer, VyndaLink, and/or parties acting on their behalf to contact him or her for such purposes. I understand that I (and, if applicable, my him or her) can opt out of these communications at any time by contacting Prizer at 1-888-222-8475, Monday through Friday, 9 AM-8 PM ET.

PRINT HERE Test Test	SIGN HERE <i>Test Test</i>	May 11, 2023
Print Name of Patient*	Signature of Patient*	Date*
PRINT HERE	SIGN HERE	
Print Name of Caregiver/Authorized Patient Representative	Signature of Caregiver/Authorized Patient Representative	Relationship to Patient

See next page to continue completing the Healthcare Provider section of the Enrollment Form.

By signing, I agree to this agreement, the [Consumer Disclosure](#) and to do business electronically with VyndaLink. [Click to Sign](#) **2**



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Enrolling Patients Using the Provider Portal (cont'd)

eSign via Email (cont'd)

Providers will receive a second email to review and sign

- 4 To access the signature window, copy the password from the first email you received, then click **REVIEW and SIGN**.
- 5 Click the yellow arrow **START** as in the first email, then type your signature and click **APPLY**.
- 6 Click each yellow **NEXT** arrow to populate the signature field.
- 7 After the last **NEXT** arrow, click the blue button **CLICK to SIGN**, which will show you a confirmation screen as in the first email signature process.



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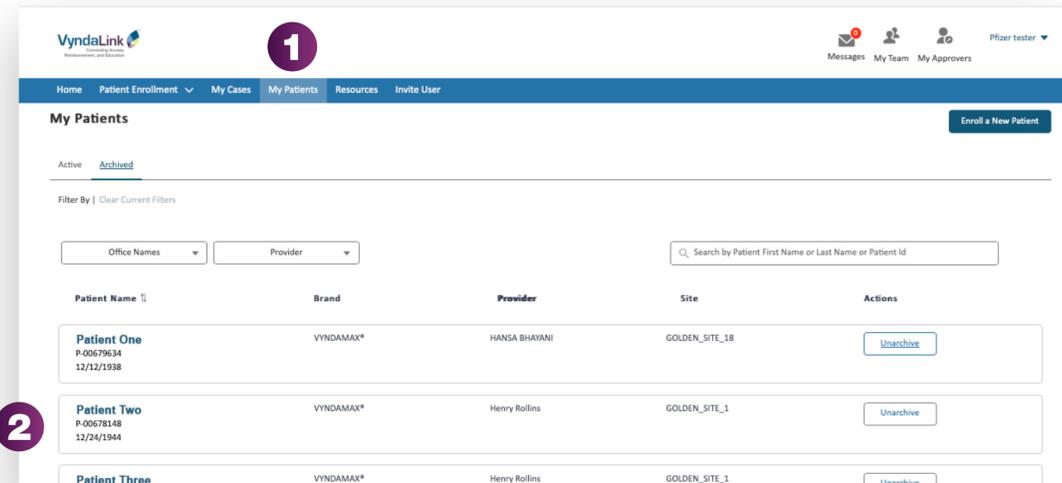
User Password Information

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For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Enrolling Patients Using the Provider Portal (cont'd)



Viewing the Status of a Patient Enrollment

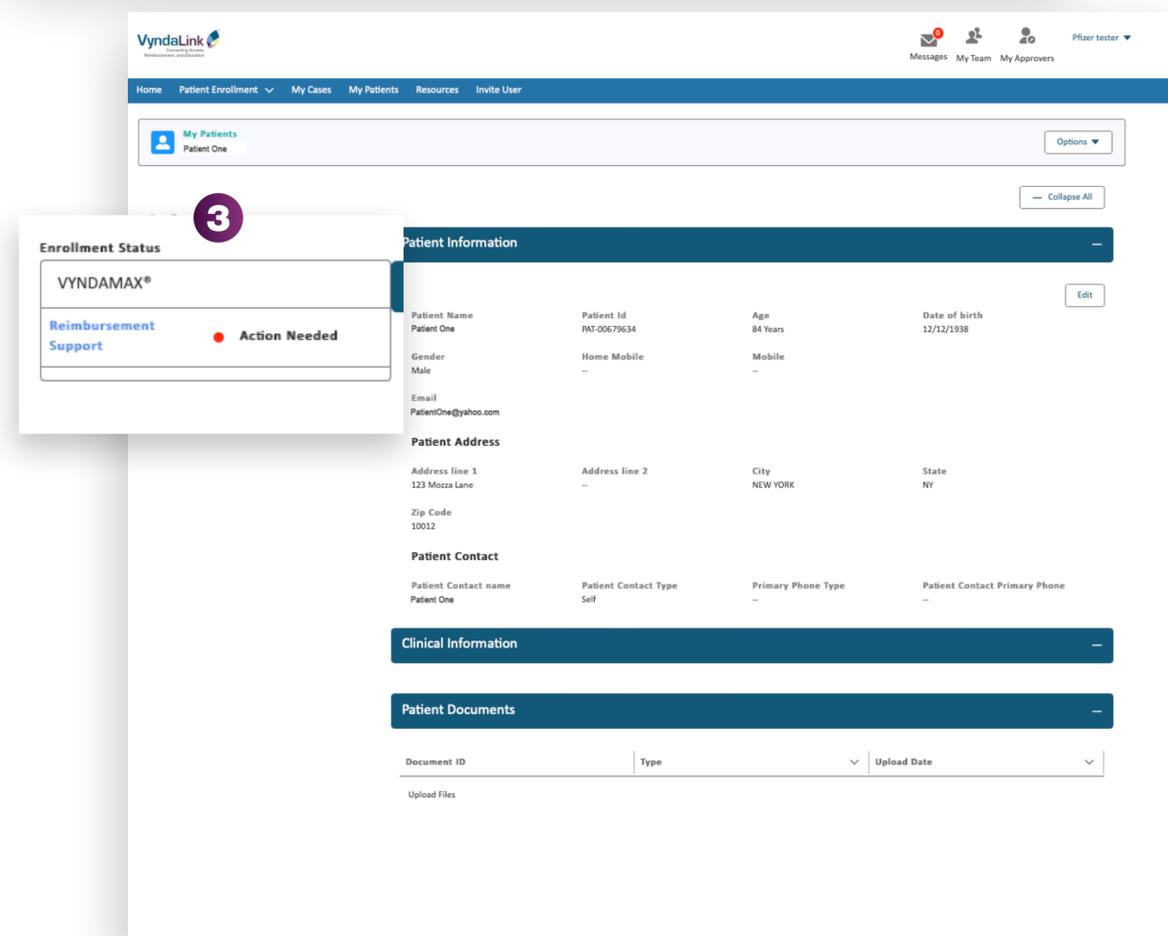
- 1 Click the “My Patients” tab in the portal’s navigation box. You will be redirected to the page listing all active patients.
- 2 Click on a patient’s name to go to that patient’s Enrollment Status.
- 3 The “Enrollment Status” box on the upper-left corner shows the enrollment status for the requested support.



Note: To view one of the listed Patient Documents, click on that document’s Document ID.



Note: If the support case has not been started, no status will be shown.





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Enrolling Patients Using the Provider Portal (cont'd)

1

Patient Name	Service Requested	Started date	Last Modified Date
Patient One	RMP	May 12, 2023, 09:09 AM EDT	May 12, 2023, 09:09 AM EDT
Patient Two	Reimbursement Support	May 10, 2023, 03:01 PM EDT	May 10, 2023, 03:01 PM EDT
Patient Three	Reimbursement Support	May 10, 2023, 03:01 PM EDT	May 10, 2023, 03:01 PM EDT
Patient Four	Reimbursement Support	May 10, 2023, 10:08 AM EDT	May 10, 2023, 03:01 PM EDT

2

4

5

Patient Enrollment: Patient Information

Add a New Patient
Provide Patient Demographic Information

* Gender
 Male Female

* First Name Middle Name * Last Name

* Date of Birth

(If you are using Internet Explorer, please type the date as MM/DD/YYYY in the field)

* Address Line 1

Managing Incomplete Enrollments

- 1 Select “Incomplete Enrollments” from the Patient Enrollment tab. You will be redirected to all patients with incomplete enrollments.



Note: If you want to search for a patient on this page, use the search box and type in the patient’s name.

- 2 Click the arrow on the right of a patient’s entry and select the “Edit” or “Delete” option to edit or delete that entry.
- 3 Once you have finished entering the patient’s enrollment, click complete and you will see the “Thank you” screen.

Enrolling Another Patient

- 4 After submitting your first patient enrollment request, you will receive a prompt stating that your patient’s enrollment has been submitted.
- 5 If you would like to enroll another patient at any time, hover over the Patient Enrollment tab and click “New Enrollment.”



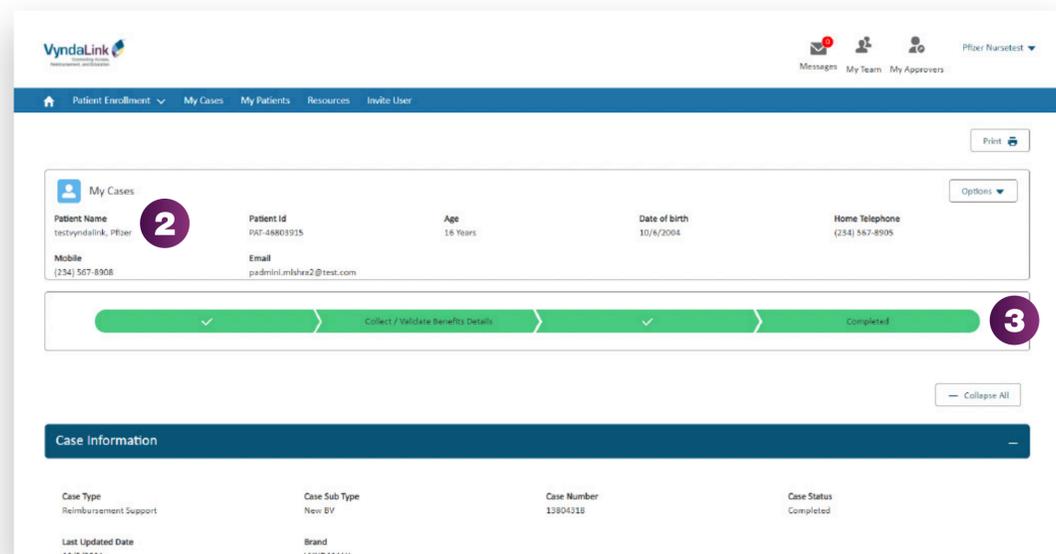
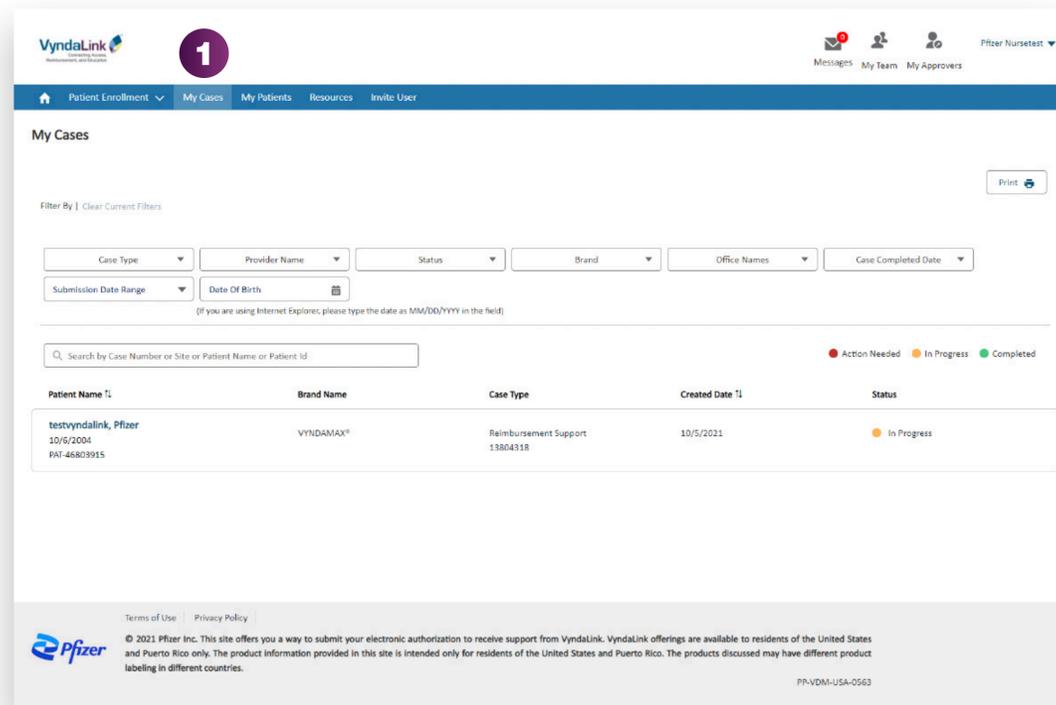


Managing Patient Cases in the Provider Dashboard



For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Managing Patient Cases in the Provider Dashboard



Reviewing Cases for Patients

- 1 To view a list of all your patient's cases, click “My Cases” on the navigation bar. To quickly view cases needing action, scroll down on the home page to the “Cases Need Action” box and select “View Cases.”



Note: If you have at least one patient enrolled, your home page will appear similar to the following example showing a diagram of cases requiring action.

- 2 Click the Patient Name of the case you want to view. It will go to the Case page where you can view Patient Information, Case Information, Related Cases, and Patient Documents.
- 3 Under Patient Information, you will see a task bar showing that case's status and any actions you may need to take.



Note: You can set up email notifications on case activity by following instructions on page 7.





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Managing Patient Cases in the Provider Dashboard (cont'd)

1 Click the "My Patients" tab on the portal's navigation panel. Under the "Active" section, you will see a list of all active patients.

2 Click the "Archive" box for the patient you want to archive.

3 Select the reason, then press "Archive." The patient's information will no longer appear on the "Active" section.

1 Click the "Archived" tab on the "My Patients" page to view all archived patients. Find the patient entry for the patient you want to unarchive.

2 Under the Actions section of the patient's entry, click "Unarchive." Press "Unarchive" on the pop-up box. The patient's information will no longer appear in the Archived section.

Archiving and Unarchiving Patients

Archiving Patients

- 1 Click the "My Patients" tab on the portal's navigation panel. Under the "Active" section, you will see a list of all active patients.
- 2 Click the "Archive" box for the patient you want to archive.
- 3 Select the reason, then press "Archive." The patient's information will no longer appear on the "Active" section.

Unarchiving Patients

- 1 Click the "Archived" tab on the "My Patients" page to view all archived patients. Find the patient entry for the patient you want to unarchive.
- 2 Under the Actions section of the patient's entry, click "Unarchive." Press "Unarchive" on the pop-up box. The patient's information will no longer appear in the Archived section.



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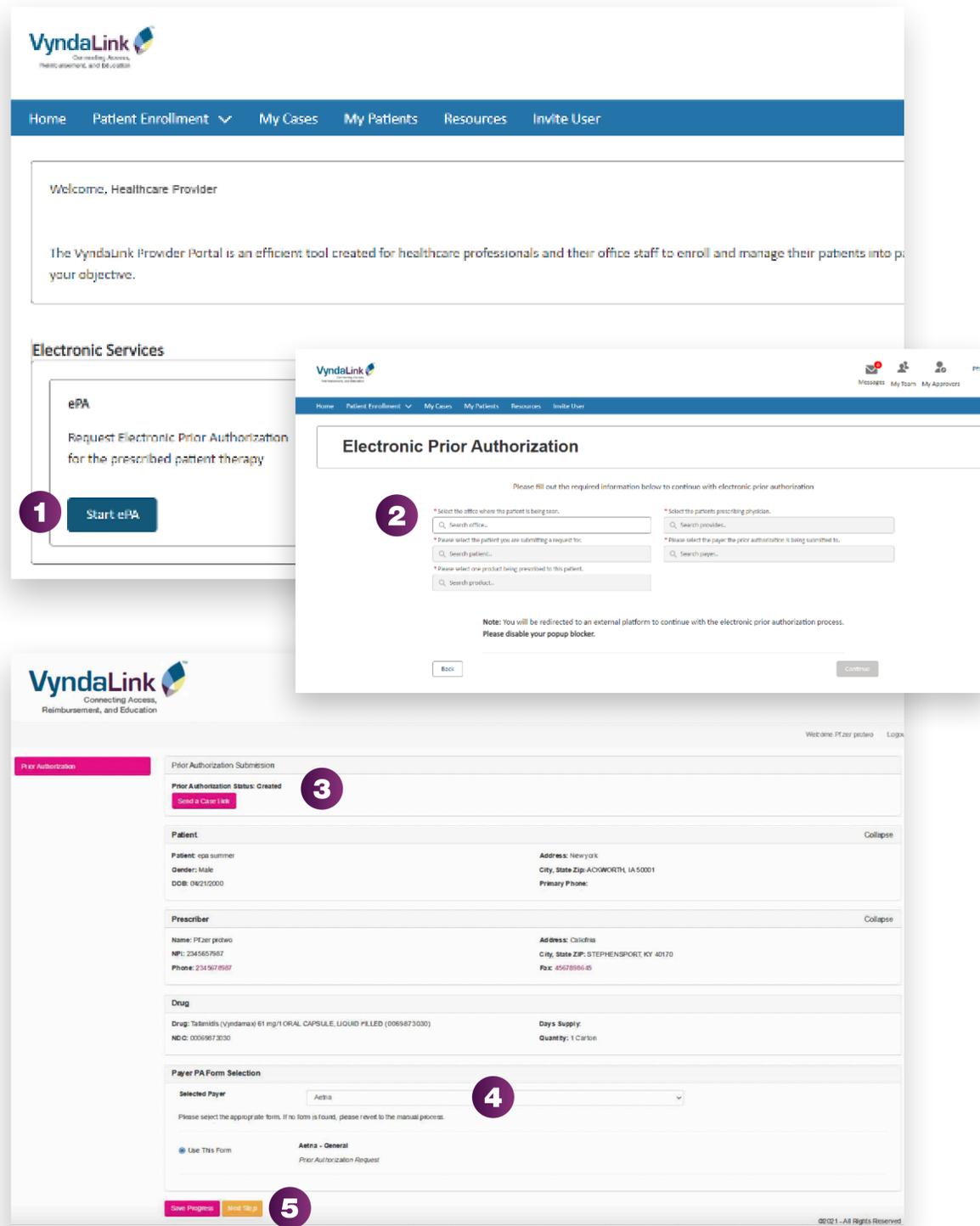
User Password Information

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Managing Patient Cases in the Provider Dashboard (cont'd)



Creating Electronic Prior Authorizations (ePA)

- 1 Navigate to the portal's home page. Under the "Electronic Services" heading, click "Start ePA."
- 2 Complete required fields, then press "Continue."



Alert: The patient must first be enrolled and found in the Provider Portal before submitting an ePA for the patient.

- 3 In the Prior Authorization platform, you will see that the prior authorization status is marked as "Created" and you will have the option to send a case link.
- 4 Under Payer PA Form Selection, select the payer. Then, select the appropriate form from the list.



Note: If no form is found, please revert to the manual process.

- 5 Click "Next Step."



For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Managing Patient Cases in the Provider Dashboard (cont'd)

6 After clicking "Next Step," the Prior Authorization Status will be marked as "Open." Click the appropriate button to generate a PDF.

7 Fill out the Questions and Answers section with the patient's information. Under the Supporting Information section, upload any documents with supporting information to help the payer evaluate your case.

8 Click "Sign" to electronically sign the form. Press "Submit."

9 After submitting the PA request, you will be redirected to the patient's case page. When the prior authorization is completed, you will see its status updated on this page.

Creating Electronic Prior Authorizations (ePA) (cont'd)

- 6 After clicking "Next Step," the Prior Authorization Status will be marked as "Open." Click the appropriate button to generate a PDF.



Note: You can see the status of any fax sent in the Prior Authorization Submission section.

- 7 Fill out the Questions and Answers section with the patient's information. Under the Supporting Information section, upload any documents with supporting information to help the payer evaluate your case.
- 8 Click "Sign" to electronically sign the form. Press "Submit."
- 9 After submitting the PA request, you will be redirected to the patient's case page. When the prior authorization is completed, you will see its status updated on this page.



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Managing Patient Cases in the Provider Dashboard (cont'd)

Understanding Electronic Benefits Verification (eBV) Outcomes

Once the eBV process has been completed for a patient, you will receive messages telling you the eBV results.

- 1 **Message 1:** Patient is Covered—If the patient’s medical treatment is covered by their payer’s plan, you will receive a message showing the percentage the patient may pay for the treatment and their annual maximum coverage for that treatment. If the patient’s pharmacy treatment is covered, you will receive an equivalent message.
- 2 **Message 2:** Patient is covered with an ePA—If the patient’s medical or pharmacy treatment is covered with a prior authorization, you will receive the following message. To start the ePA process, click the “ePA” button.

Resources Invite User

Thank you for submitting your enrollment request!

1

Pharmacy: VYNDAMAX

ebttest Vyndalink is covered by CIGNA PHARMACY SVCS UNSPEC

Your patient may pay as little as 20%
For an annual max of up to \$40000

Please click on your **Case** to see additional details about your patient's coverage.

If you would like to view the status of the enrollment, please navigate to the **Case List View**. Please note that the case(s) you just created may take several minutes to appear on your list.

If you would like to enroll another patient, click [here](#).

View and Download Enrollment Form

Resources Invite User

Thank you for submitting your enrollment request!

2

Pharmacy: VYNDAMAX

ebttest Vyndalink is covered by CIGNA PHARMACY SVCS UNSPEC

with a prior authorization (ePA)

Click below to start the ePA process.

ePA

Please click on your **Case** to see additional details about your patient's coverage.

If you would like to view the status of the enrollment, please navigate to the **Case List View**. Please note that the case(s) you just created may take several minutes to appear on your list.

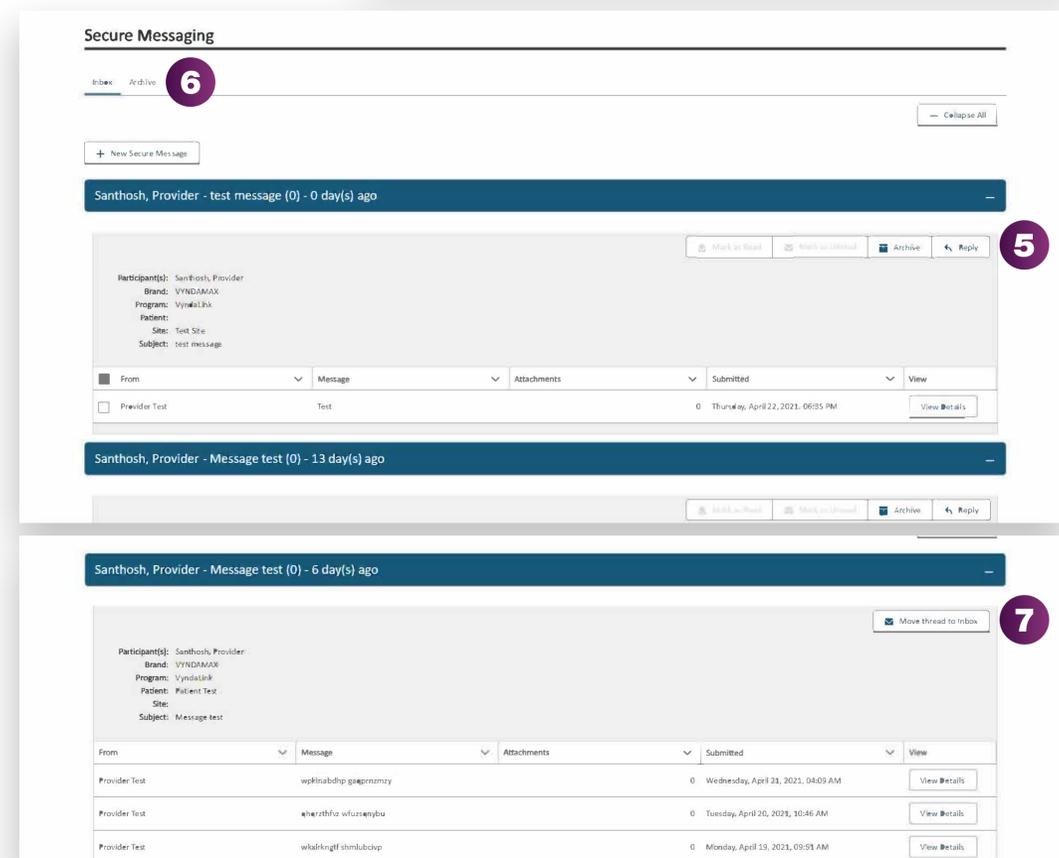
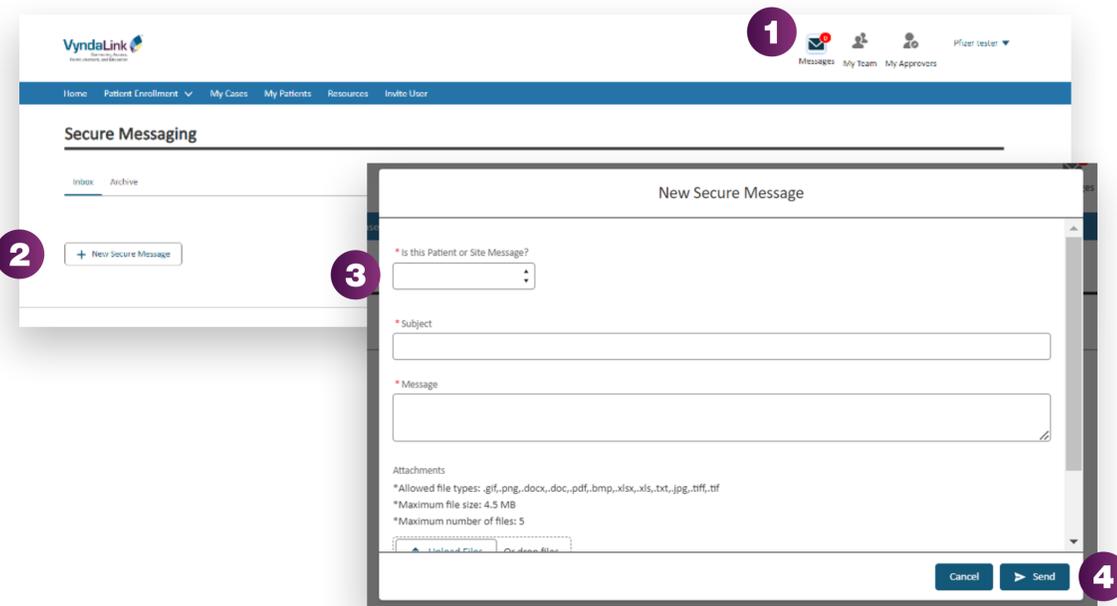
If you would like to enroll another patient, click [here](#).

View and Download Enrollment Form



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Managing Patient Cases in the Provider Dashboard (cont'd)



Using Secure Messaging

- 1 Click the “Messages” icon to go to the Secure Messaging page.
- 2 Click “+ New Secure Message” to create a new message.
- 3 Answer the question “Is this a Patient or Site Message?” Type in the message’s subject line and message body and attach any documents.
- 4 Confirm that you have obtained authorization from the patient for the disclosure of their information, then press “Send.”



Note: In your inbox, messages will appear similar to the following example. Click “View Details” to see that message’s details.

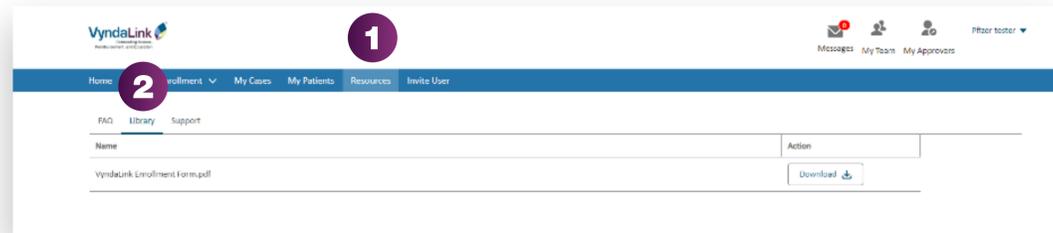
- 5 To reply to a message, click the “Reply” button. Click the “Archive” button on the message’s upper-right hand corner to archive a message. The message will no longer appear in your inbox.
- 6 To unarchive a message, click the “Archive” tab. You will be able to view all archived messages on this page.
- 7 Click the “Move thread to Inbox” button on the message you want to unarchive.





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

Managing Patient Cases in the Provider Dashboard (cont'd)



Navigating the Portal Resources Page

- 1 Click the “Resources” tab on the portal’s navigation panel to access several resources helpful to accomplishing tasks on the portal, such as FAQs, Library, and Support.



Note: See the FAQs at tab below.

- 2 Click the “Library” tab to access forms for this program. Click the “Download” button to download that form.
- 3 Click the “Support” tab to access VyndaLink’s contact information.

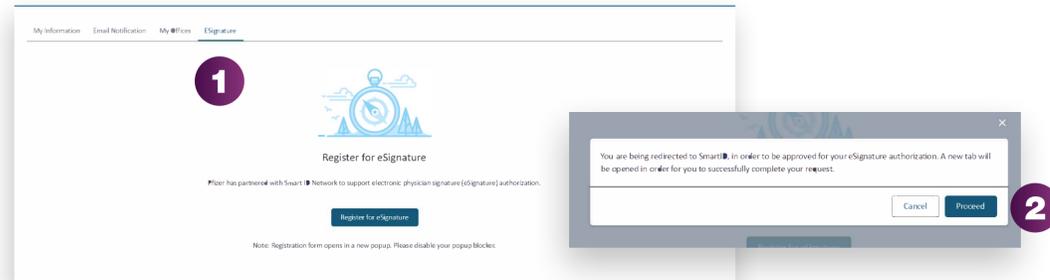


eSignature Registration

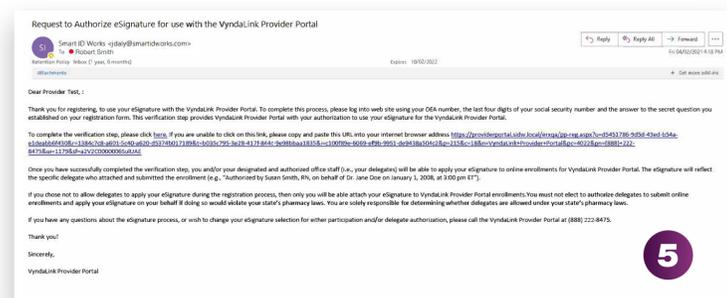


For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

eSignature Registration



Title: MD, PhD, DMD, DO, DDS, DVM, DPM, RN, etc.
 First Name:
 Middle Initial:
 Last Name:
 Suffix: Sr, Jr, III
 Practice Name:
 Practice Management System: pick "Other" if not on list
 Practice Address:
 Practice Address 2:
 Practice City:
 Practice State:
 Practice Zip:
 Practice Phone: (XXX-XXX-XXXX)
 Practice Fax: (XXX-XXX-XXXX)
 Email Address:
 Confirm Email Address:
 Primary Specialty:
 Secondary Specialty:
 Prescribing Rights:
 Username:
 Password: is case sensitive
 Confirm Password:
 Select a Secret Question:
 Secret Question Answer:
 Birth Year: (YYYY)
 Last 4 of SSN:
 NPI:
 State License Number:
 Issuing State:
 State License Expiration Date:
 DEA#:
 DEA Expiration Date:
 DEA Schedule: II III IV V



Providers have the option of using our eSignature system to electronically submit valid prescriptions. To use this system, the provider must complete the Smart ID eSignature registration and verify the provider as an authorized prescriber. This is a separate registration than the portal.

- 1 Click the “eSignature” tab, then click the “Register for eSignature” button. A prompt redirecting you to SmartID will pop up.



Alert: The registration form opens in a new pop-up box. Please disable your pop-up blocker before continuing.

- 2 Click “Proceed.” A new tab will open on your browser.
- 3 Fill out the SmartID form on the new tab. Required field boxes are yellow and optional field boxes are white.
- 4 Press “Submit.” You will then see a Pending Verification page.
- 5 You will then receive an email with directions and a link to complete the validation process. The link in the email will trigger the final validation step where you will need to enter your DEA number, the last 4 numbers of your SSN, the answer to your secret question, and then select “Complete.”

If the information submitted in the final validation step matches what was submitted in the eSignature form, you will receive a “Congratulations” message. If the information does not you will receive an error message.



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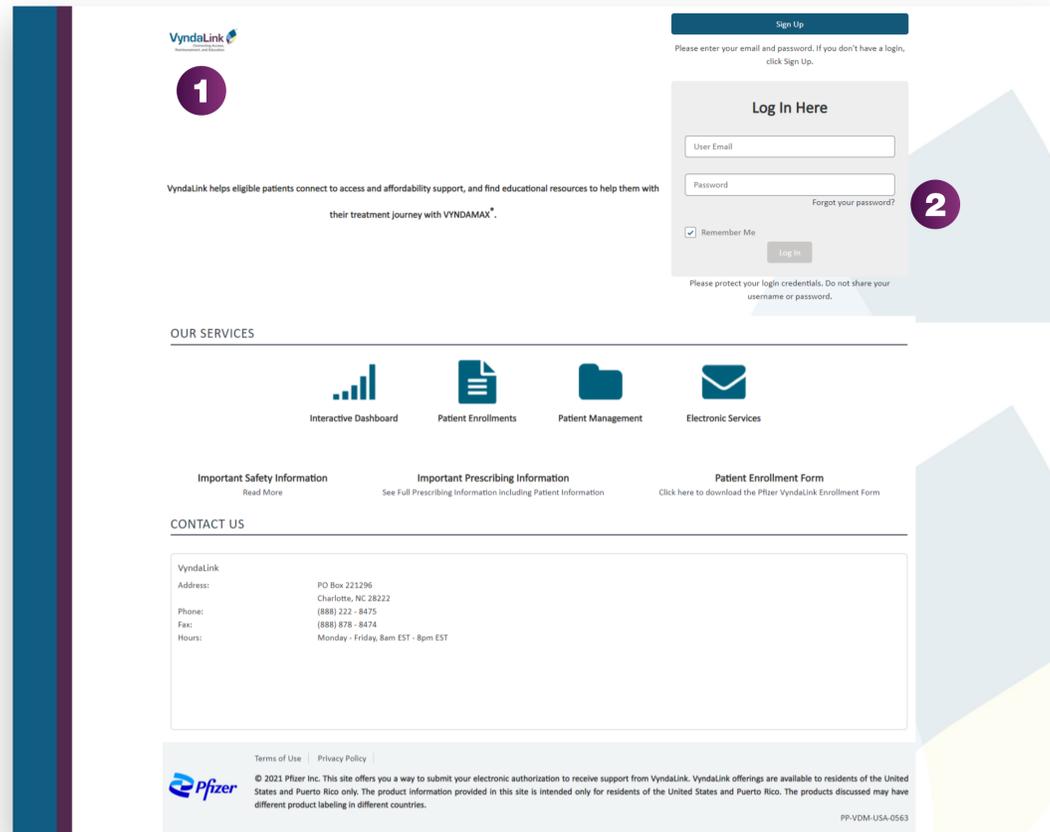


User Password Information



For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)

User Password Information



Alert: The user's password expires every 120 days. You must change your password when seeing the prompt "Change Password" or receiving the "Change Password" email. You will be locked out of the portal if the password is not changed within the time frame. If you do not remember your security words, you will need to call portal technical support to have it unlocked.

Forgot Password? Reset

- 1 You can reset your password from the portal's home page (www.VyndaLinkPortal.com).
- 2 Click "Forgot your password?" in the Login box to go to the "Forgot Password?" page. Enter your user email to receive an email with instructions on how to reset your password. You must take action within 24 hours of receiving the email.



Note: See FAQs and Troubleshooting for tips.



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FAQs and Troubleshooting



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For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)



Portal Records

Who at my site will have access to my patient's records?

Only users who have been approved for the patient's office affiliation will be able to view the patient-specific information. All users must be approved for their office affiliation by the Office Administrator before seeing patient data.



User Profile and Messaging

How can I reset my password?

Navigate to your name in the upper right-hand corner of the Provider Portal. Select **Profile** from the drop-down list. From your profile, click the **My Information** section and select **Change Password**. Your new password must contain the following:

- 8 or more characters
- 1 uppercase letter
- 1 lowercase letter
- 1 numeric or 1 non-alphanumeric character

How do I update my email notification preferences?

Navigate to your name in the upper right-hand corner of the Provider Portal. Select **Profile** from the drop-down list. From your profile, click the **Email Notifications** section. Select the email notifications you would like to receive.

How do I request a new office affiliation?

Navigate to your name in the upper right-hand corner of the Provider Portal. Select **Profile** from the drop-down list. From your profile, click the **Affiliations** section. Select **Request New Site Affiliation** and search for the office by name or address. Your affiliation request will be sent to the Office Administrator for approval.

How do I remove an office affiliation?

Navigate to your name in the upper right-hand corner of the Provider Portal. Select **Profile** from the drop-down list. From your profile, click the **Affiliations** section. Find the office that you wish to no longer be affiliated with and click **Remove Site Affiliation**. Confirm that you no longer wish to be affiliated with the office.



Office Administrator

What is an Office Administrator?

An Office Administrator is an individual selected by the office to grant access to and manage the VyndaLink® Provider Portal for employees in the office (and affiliated offices, if applicable).

Who can be an Office Administrator?

Physicians or office leaders may elect to enter themselves or designate another user at the site as the Office Administrator. Anyone at the site who assists patients in obtaining their medications would be appropriate. It would be helpful for this individual to be familiar with the office employees, onboarding of new employees, and the Provider Portal.

Who is my location's Office Administrator?

It is up to your location to determine who your Office Administrator will be. You may want to discuss this with your location's senior leader, or whoever has been the primary person/lead for your site's use of the current VyndaLink Provider Portal.





For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)



Office Administrator (cont'd)

Is an Office Administrator required for every location where there are Provider Portal users?

Every office must have an Office Administrator for their site of service, but an Office Administrator may serve in this role for multiple locations, if applicable. Without an Office Administrator, your location will experience a delay in registering additional users to the VyndaLink Provider Portal.

Can a site or office have multiple Office Administrators?

No, only one person can serve as the Office Administrator per site. Office Administrators may, however, designate any number of “Approvers” who can also approve new Provider Portal users.

What am I agreeing to do if I elect to serve as my location's Office Administrator?

As the Office Administrator, you will be responsible for managing user access to the VyndaLink Provider Portal for your location(s). In addition to managing their own patients, the Office Administrator will have the authority to approve or revoke Provider Portal privileges for other users in their office. All VyndaLink Provider Portal users must register to gain Provider Portal access. Once a potential user submits a registration request, the Office Administrator will receive an email indicating that an employee at their site has requested access to the VyndaLink Provider Portal. Using the link provided in the email, you will be directed to the VyndaLink Provider Portal to review the employee's information and approve or reject the registration request. Once the Office Administrator takes either action, the pending user will receive an email notification that their registration has been either approved or denied.

How do I submit my request to serve as my location's Office Administrator?

If no Office Administrator is assigned during the registration process, the user will be prompted to select an Office Administrator and provide their contact information. Within 2 business days of your submission, you will receive a call from a Program Representative to verify your information and complete your designation as the Office Administrator.

What if the Office Administrator is unavailable for a period of time?

The Office Administrator can promote an existing user to an “Approver.”

What is an Approver?

An Approver is a general user selected and approved by the Office Administrator to assist with approving and denying VyndaLink Provider Portal user registrations for the staff in their office.

How does selecting an Approver work?

These individuals must still complete a registration on the VyndaLink Provider Portal, but the Office Administrator will then promote them from a general user to an Approver. Office Administrators are the only individuals who can promote general users to Approvers. While there can be only one Office Administrator per site, there is no limit to the number of Approvers per site.





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Office Administrator (cont'd)

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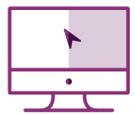
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Inviting Another User

How do I invite another person to be a portal user?

Click the “Invite User” tab. Fill out the form with the information of the user whom you want to invite, then click the “Request Registration” button. The invitee will receive a Provider Portal Creation Request email from the portal.



Contacting Support

Whom can I contact for technical assistance or to suggest enhancements to the portal?

For portal technical support, call the VyndaLink Provider Portal Hotline: 855-764-7357 (Monday-Friday 9AM-5PM ET)



My Cases and My Patients

What is the Case Status Report on the VyndaLink Provider Portal dashboard?

The Case Status Report is a dynamic, clickable dashboard to view cases that require actions. Each bar shows the quantity of the different types of cases. Click a bar to access the list of related cases.

How do I receive Missing Information notifications?

Cases that contain missing information will be visible in the My Cases view. All your cases will contain a colored label. The “Action Needed” label is red and signifies that the case requires you to complete a step before moving further in the process. The Cases views can be filtered by “Action Needed” only.

If you would like to receive email notifications for your cases with missing information, navigate to your name in the upper right-hand corner of the Provider Portal. Select **Profile** from the drop-down list. From your profile, click the **Email Notifications** section. Select the “Action Needed” boxes (individual or daily) for the cases you wish to be notified about.





VyndaLink Provider Portal Troubleshooting

- Portal user should follow the troubleshooting tips below
- If the portal technical issue is unresolved, the portal user can contact their Pfizer Field Access Specialist or call the **VyndaLink Provider Portal Hotline** at 855-764-7357 (Monday-Friday 9AM-5PM ET); this number is **ONLY** for technical support.
 - Portal user should be in front of their computer and go to: www.VyndaLinkPortal.com
 - Portal user must be able to identify the email address that was used for their portal registration
 - Portal user should be able to identify their portal Site Administrator and know if this person has granted them access to the portal



Troubleshooting Tips:

Password Issues

Examples: User not receiving password reset emails or message “Email already in use” when attempting to reset password

- Password for the VyndaLink Portal expires every 120 days. User will receive an email notifying them the password will expire in next 14 days. User **MUST** take action and reset password **BEFORE** 14th day. User will be locked out of portal if password reset directions are not followed.
 - User should click on the link in the email to reset the password by first answering the security questions
- Password Resets
 - Click “Forgot Password” option on the landing page of the provider portal and enter user email address associated with the VyndaLink Provider Portal
 - Within ~2 hours, user will receive an email with a link to reset their password. Link expires in 24 hours.

- If User is not receiving password reset emails and user has fully completed the registration process, user should:
 - Ensure they are entering email address associated with the VyndaLink Provider Portal
 - User has clicked “Password Reset” and has checked their email
 - User has checked their SPAM/JUNK folder for the email
 - User has confirmed organization/employer does not block Provider Portal emails or portal usage

Portal user is not seeing their patients/cases

- Portal user must first confirm the Site and the specific provider are affiliated to their portal user profile. If they are not both affiliated to the user, then the user will not see the patients/cases for that provider.
- User must log into Portal to confirm the Site and this Provider are both affiliated to their user profile and approved by the Site Administrator

VyndaLink[®]

Connecting Access,
Reimbursement, and Education



For portal technical support, call the VyndaLink Provider Portal Hotline:
855-764-7357 (Monday-Friday 9AM-5PM ET).

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