Need additional assistance?
Call **VyndaLink** at 1-888-222-8475
(Monday-Friday, 8 AM-8 PM ET).

VyndaLink™
Connecting Access, Reimbursement, and Education

VyndaLink Provider Portal Quick Reference Guide

Visit **VyndaLinkPortal.com**

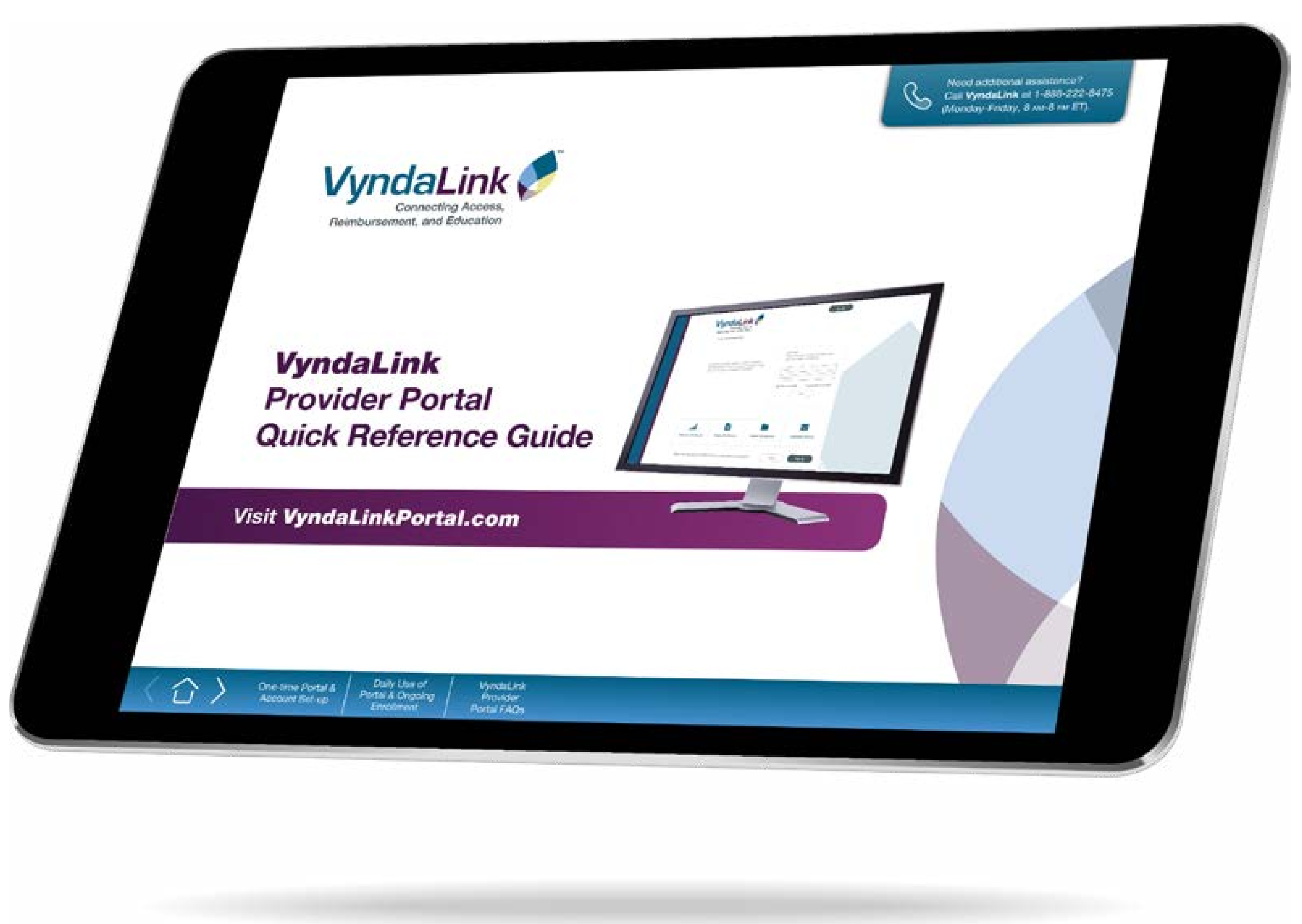
Tip: *The web browser that works best with the Provider Portal is Google Chrome.*

Introduction

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. **Pfizer Field Reimbursement Managers** are available to assist with a portal demonstration, account setup, and questions about access in person or over the phone. Call 1-888-222-8475, Monday-Friday, 8 AM-8 PM ET to setup an appointment.

Should you choose to set up the Provider Portal independently, this **Quick Reference Guide** provides step-by-step instructions. If any questions arise, Field Reimbursement Managers are available to assist over the phone. Call **VyndaLink** or let your Pfizer Account Specialist know if you'd like to get in touch with a Field Reimbursement Manager in your area.



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Contents

SECTION 1

One-time Portal & Account Setup

Need additional assistance?
Call **VyndaLink** at 1-888-222-8475
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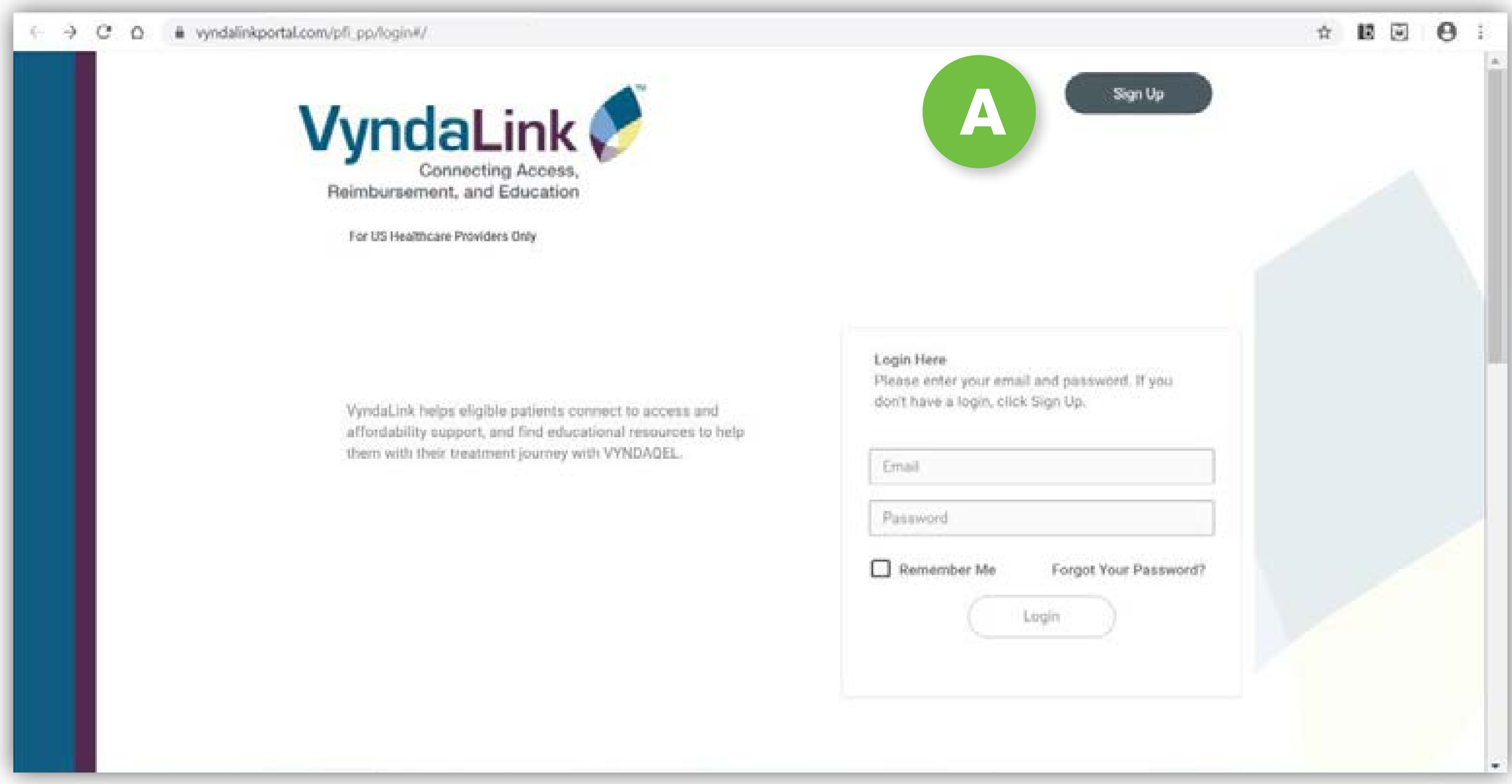
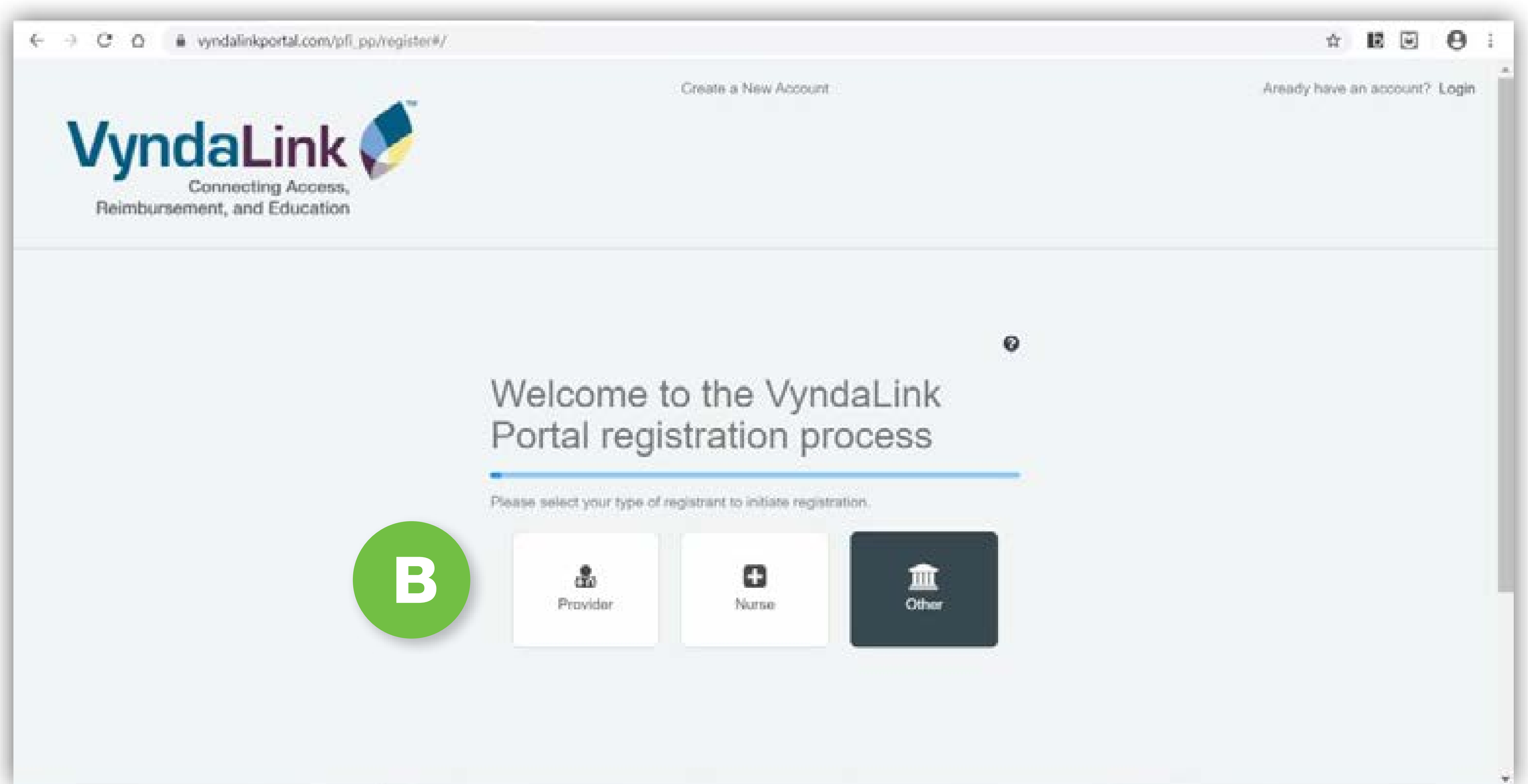
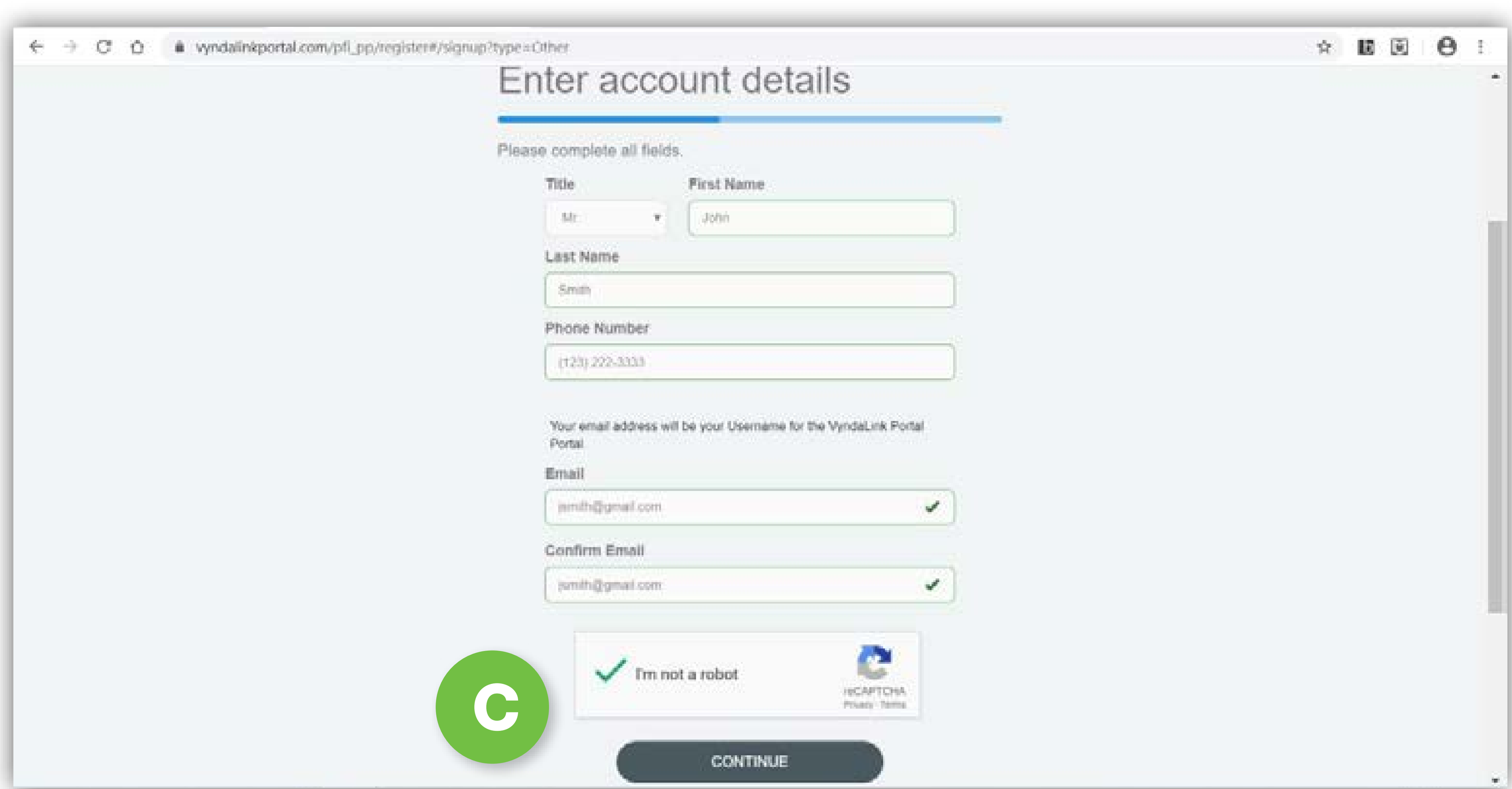
Sign-up Page







If you are signing up for the very first time, you can access the Provider Portal Login directly by visiting **VyndaLinkPortal.com** or by going to **VyndaLink.com** then clicking the button for **Healthcare Professionals** and then **Enroll Patient Online** on the top right of the page.

A Once you are viewing **VyndaLinkPortal.com**, click the **Sign Up** button in the upper right corner to begin the process.

Note: *The* ***VyndaLink*** *Provider Portal operates best when using Google Chrome as your internet browser.*

B Click your type of registrant (Provider, Nurse, or Other).

C Next, you will reach a form. Enter all account details, complete the reCAPTCHA, and then click **Continue**. You will then receive an email with next steps. (Some external emails can take longer to arrive based on the office or hospital IT security system and how external emails are processed.)

The email that arrives will look like this:

> From: **VyndaLink**DONOTREPLY <**VyndaLink**donotreply@pfizer.com>
> Date: August 15, 2020 at 11:40:31 AM ET
> To: "jsmith@gmail.com">
> Subject: Provider Portal Registration-Your Temporary Password
> Dear John Smith,
> Welcome to **VyndaLink** Provider Portal! Your username and temporary password are below:
> Username: jsmith@gmail.com
> Temporary Password: Jm0%Wc3%Pe1$
> Log in using the temporary password by clicking:
> https://www.VyndaLinkPortal.com/pfi_pp/register#/temppasswordlogin?userId=0051R00000I9aa6QAB
> You will be asked to choose a new password when you first log in. Note that passwords are case-sensitive. Choose a security question and answer that you can easily remember. You will need this information in the future should you forget your password.
> Once again, welcome to **VyndaLink** Provider Portal.
> Thank you, **VyndaLink** Provider Portal.
> Please DO NOT REPLY TO THIS EMAIL.

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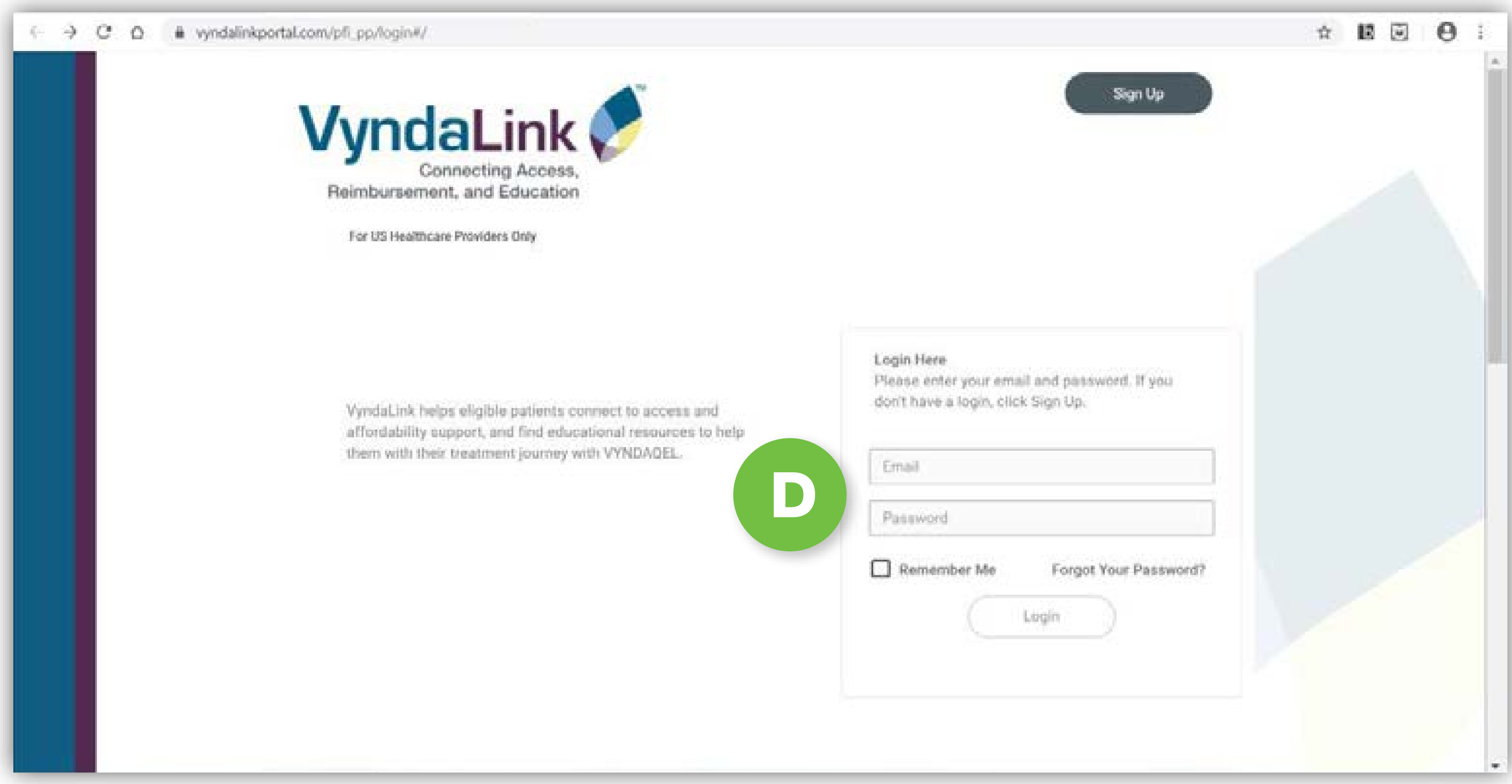
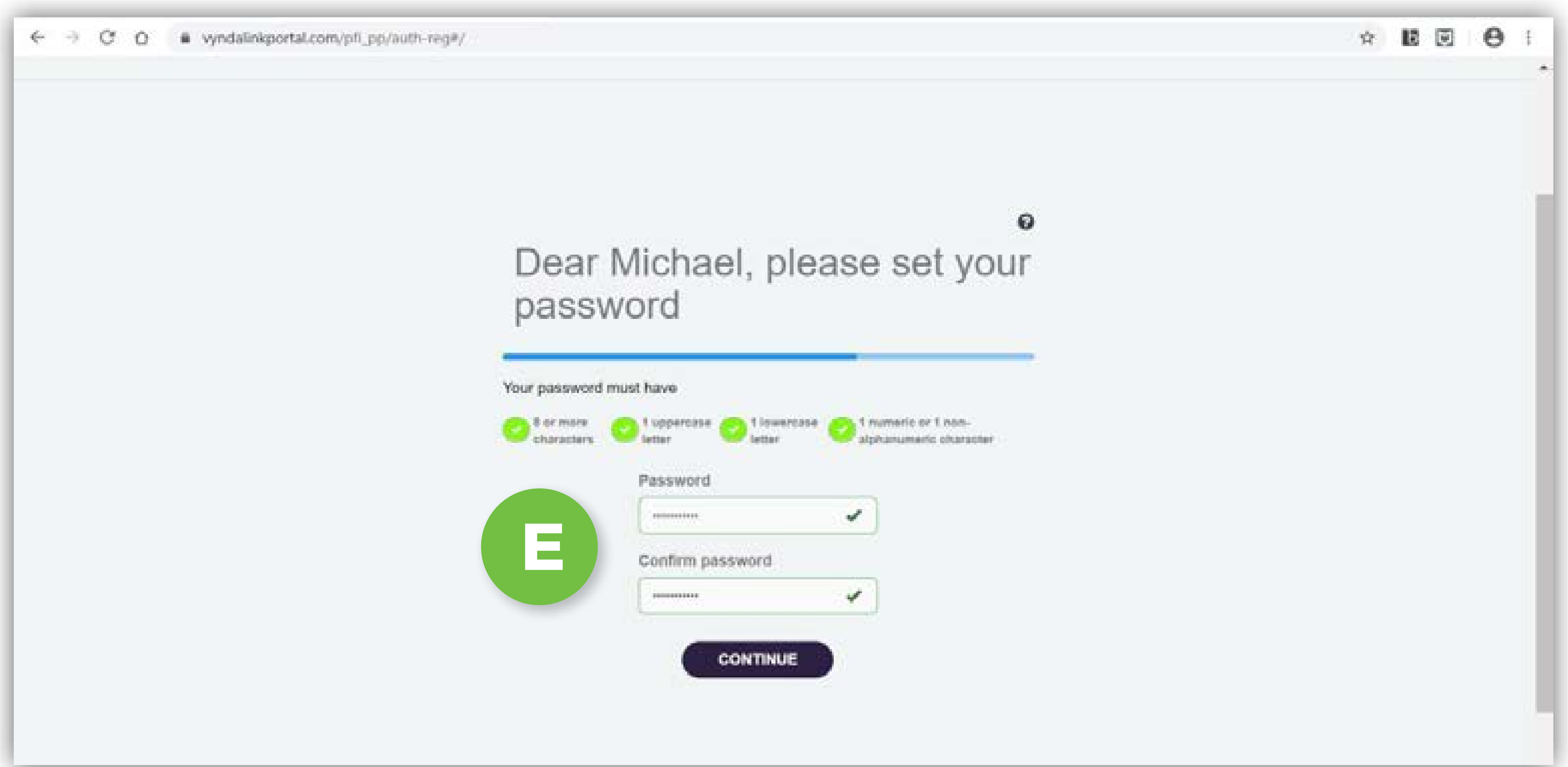
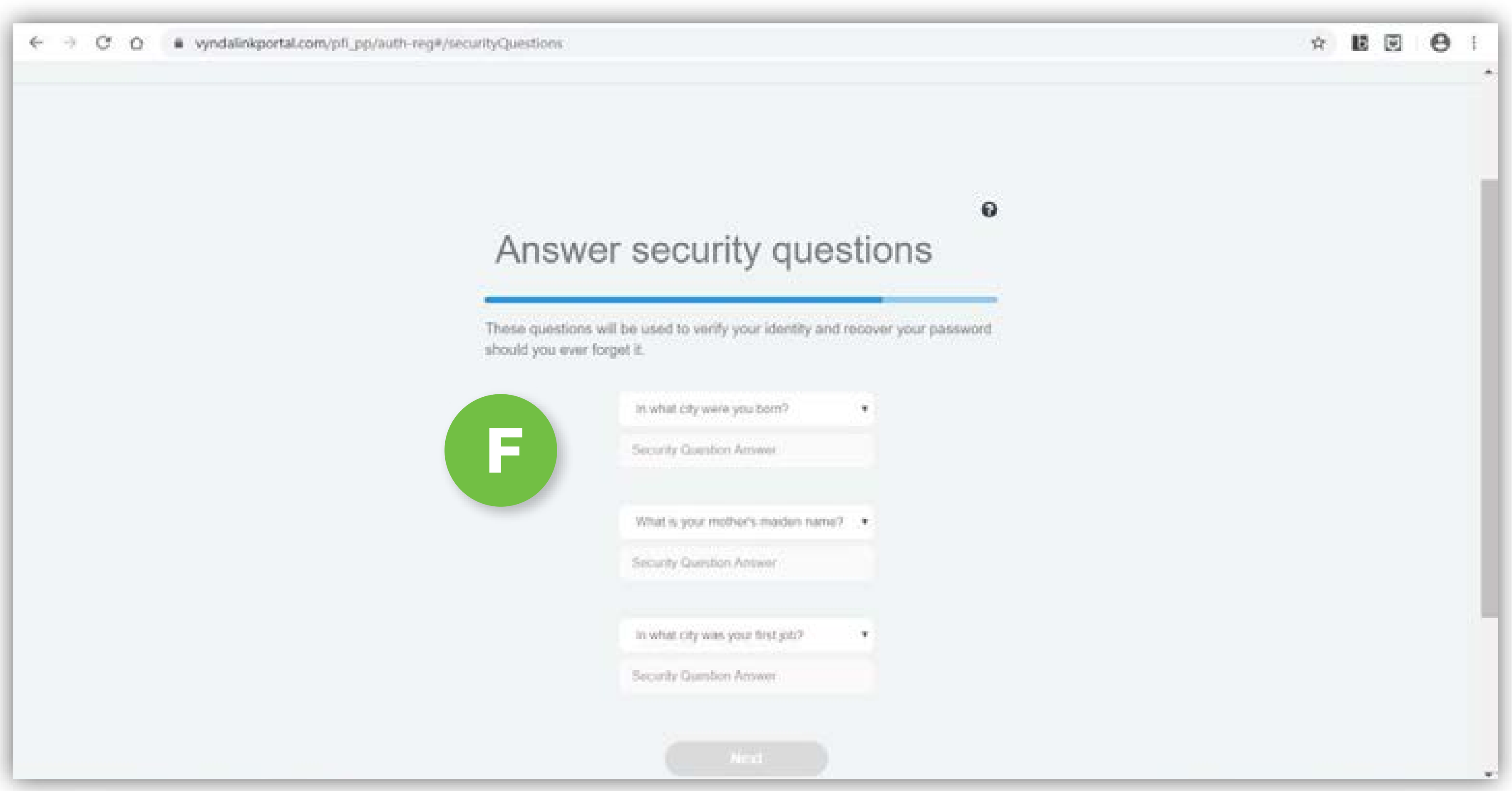
Sign-up Page (cont'd)







D Click the hyperlink in the email you received and you will return to the **VyndaLink** Provider Portal. The page will require you to log in using the temporary password provided in the email you received.

E Once you've logged in, you will be prompted to create a new password.

Note: *Your password must have 8 or more characters, 1 uppercase letter, 1 lowercase letter, and 1 numeric or 1 non-alphanumeric character. The respective requirements will show a green checkmark when your password fulfills each of these criteria. Click* ***Continue*** *once you've chosen your new password.*

F On the next page, you will choose 3 security questions to verify your identity if you forget your password. Select the question and set each answer, then click **Next**.

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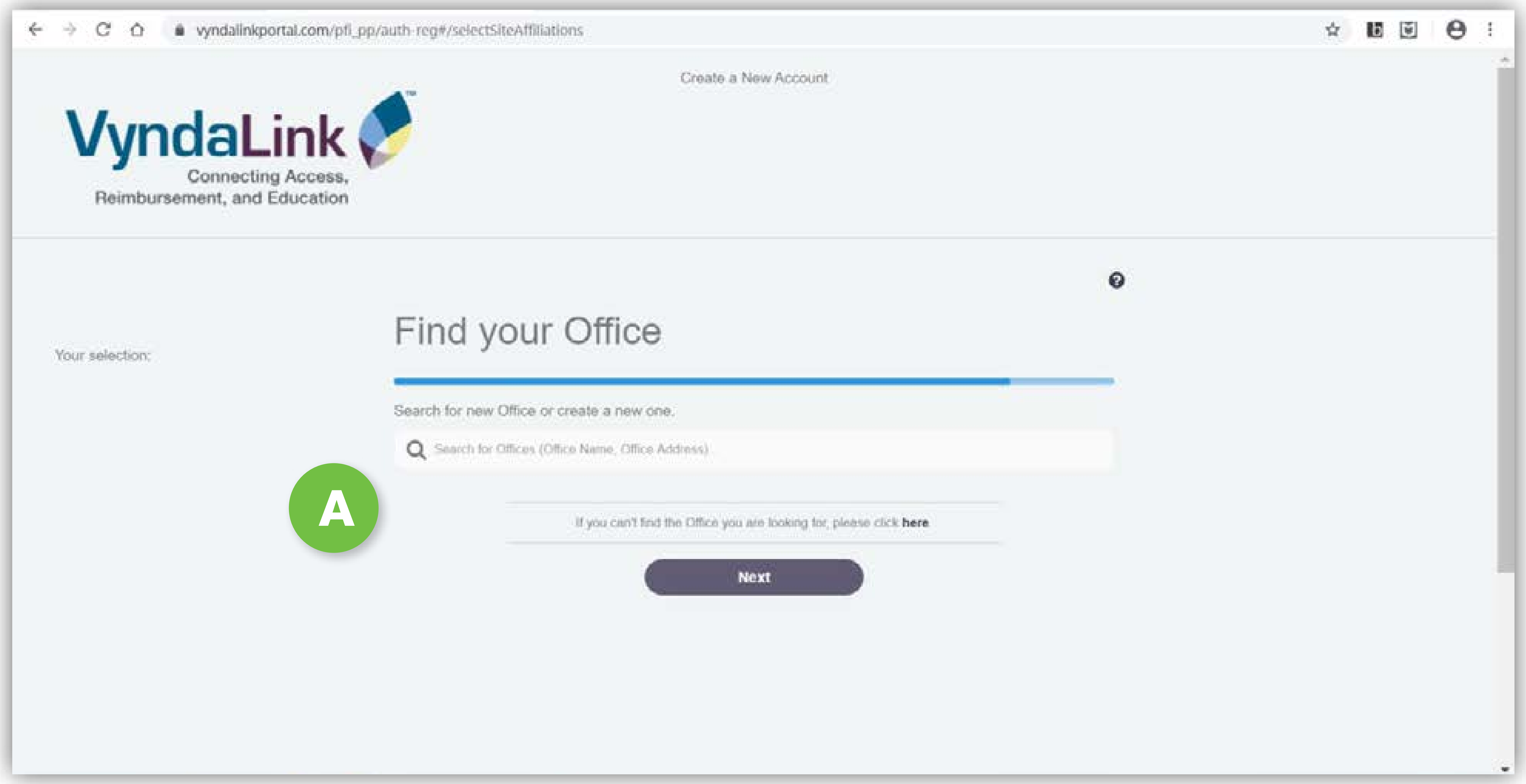
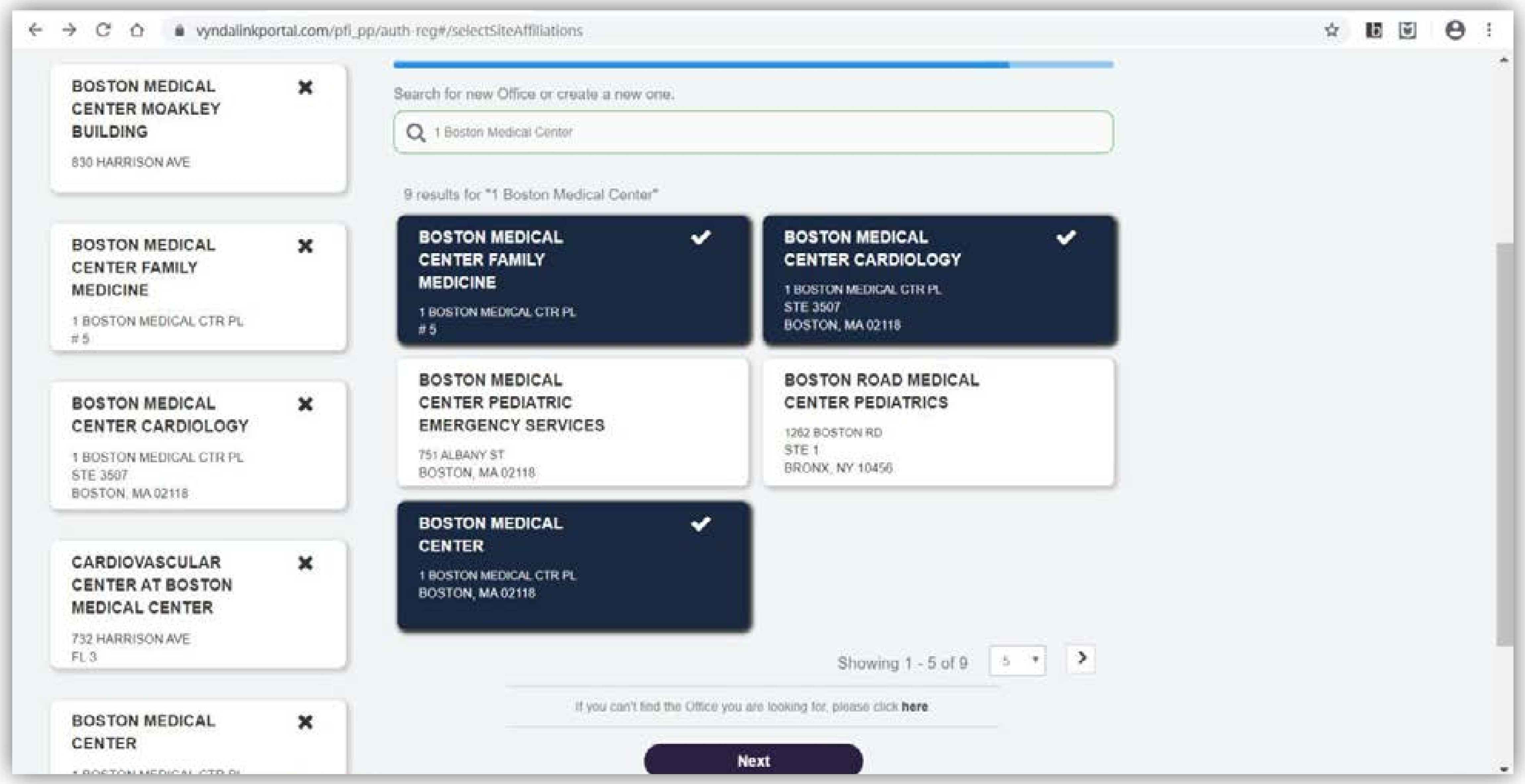
Office Selection



A After signing up, you will be able to select your office. Use the search bar to find your office site(s). Typically, offices can be searched by name and be made available for selection.

You can see an example of the results that appeared for the search "Boston Medical Center" on this page.

EXAMPLE



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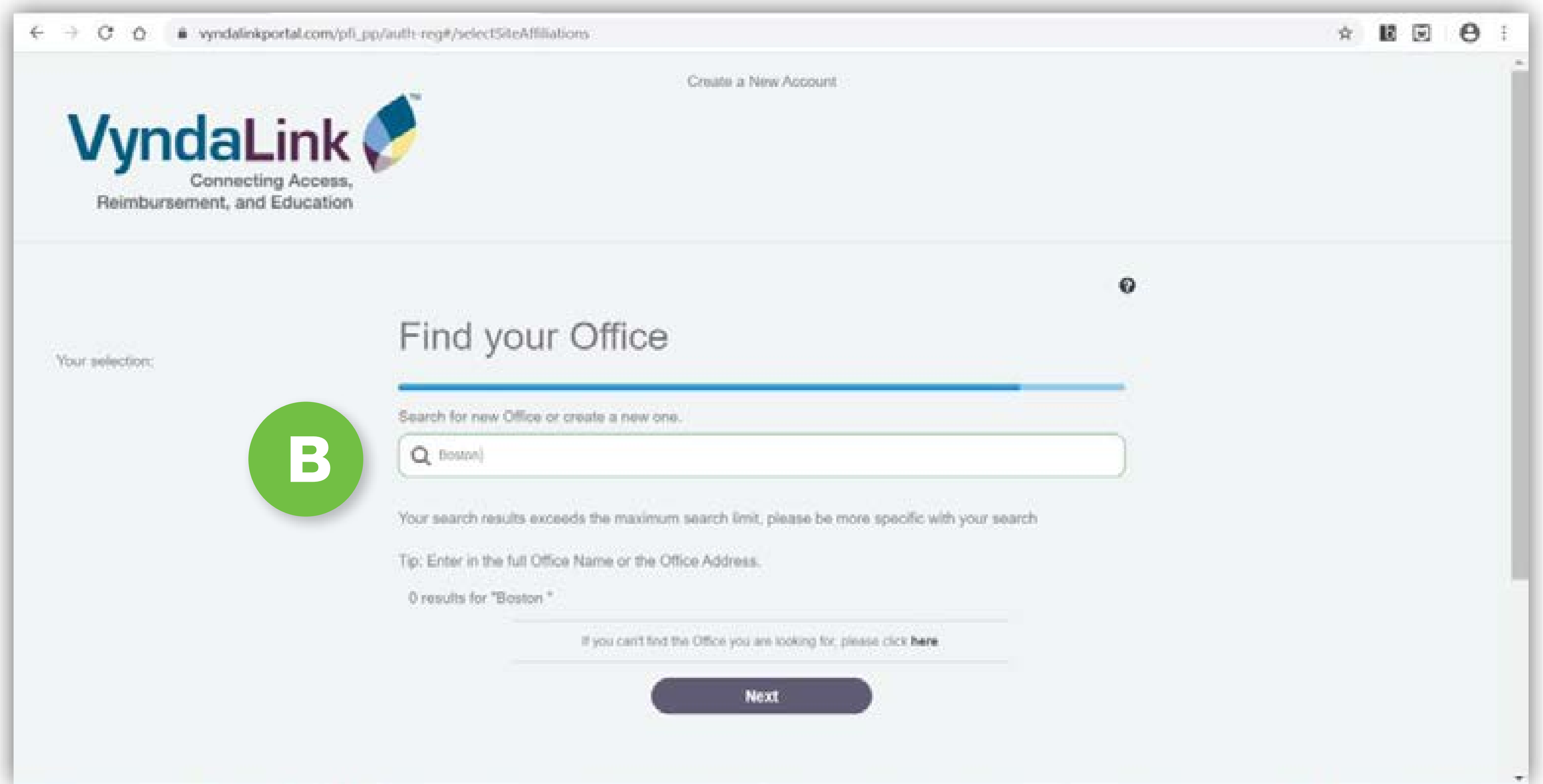
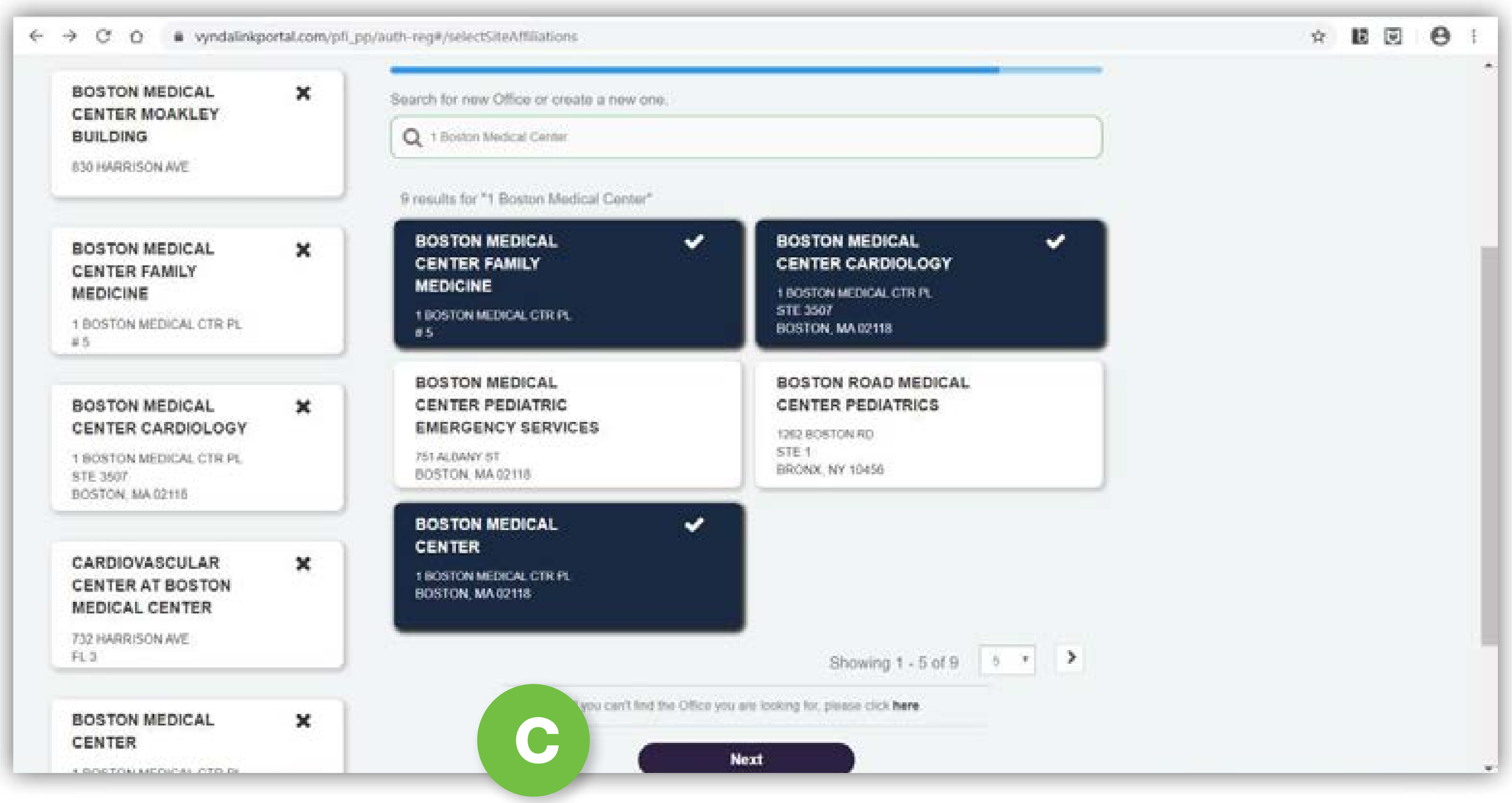
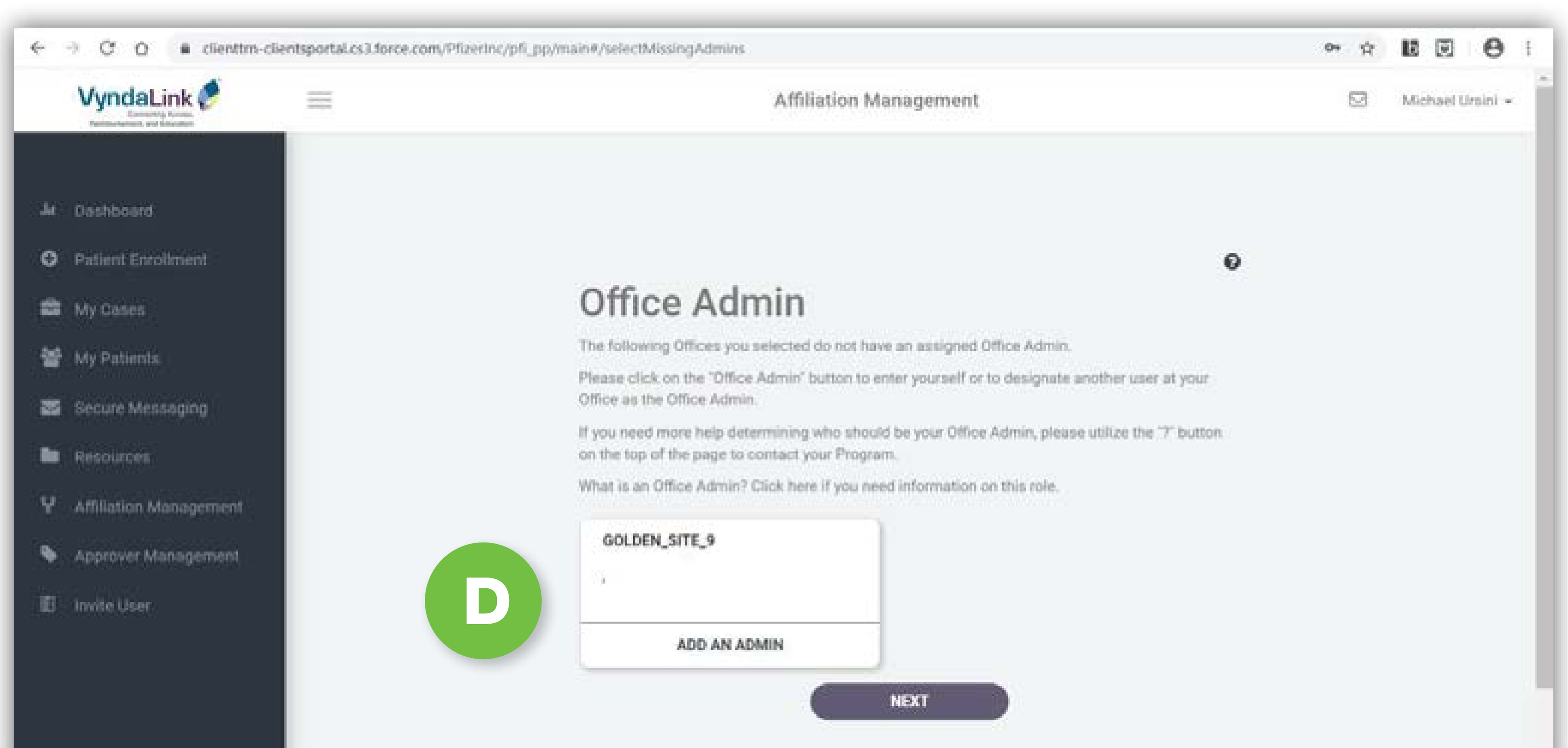
Office Selection (cont'd)







B There may be instances where the system does not recognize the name of your office in the search bar. If this happens, you can use the office's address to search. The example on this page shows how to use an address (1 Boston Medical Center Place) to find an office.

C You'll see that with this example address, five results appeared. After you've found your office or offices, select each and then click **Next**. You may need to enter different office names into the search field or search for different office addresses in order to capture all the sites for a given institution.

D Once you've selected all your sites and clicked **Next**, you will assign an Office Administrator to each office. Click **Add an Admin** and then click **Next**.

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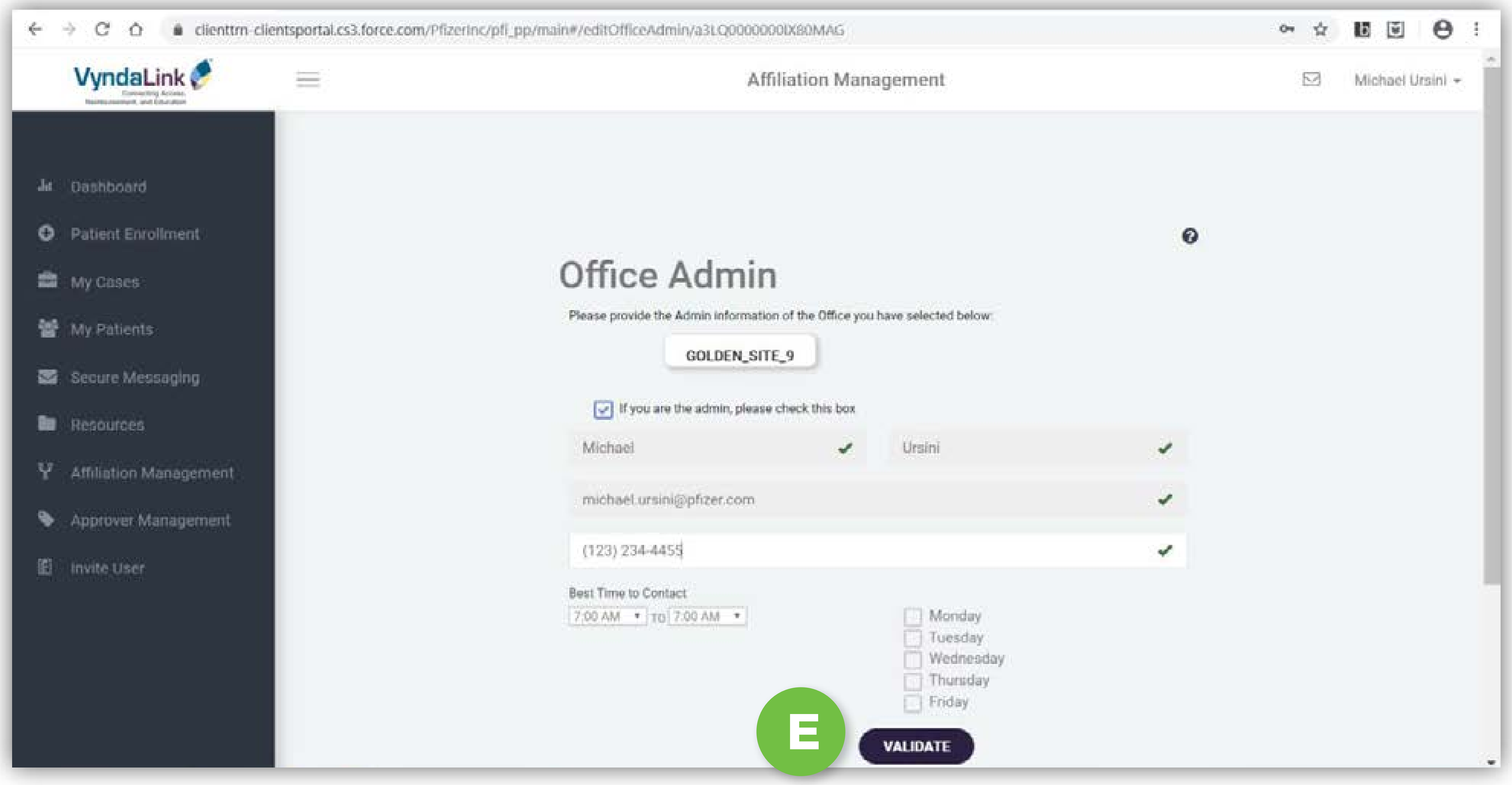
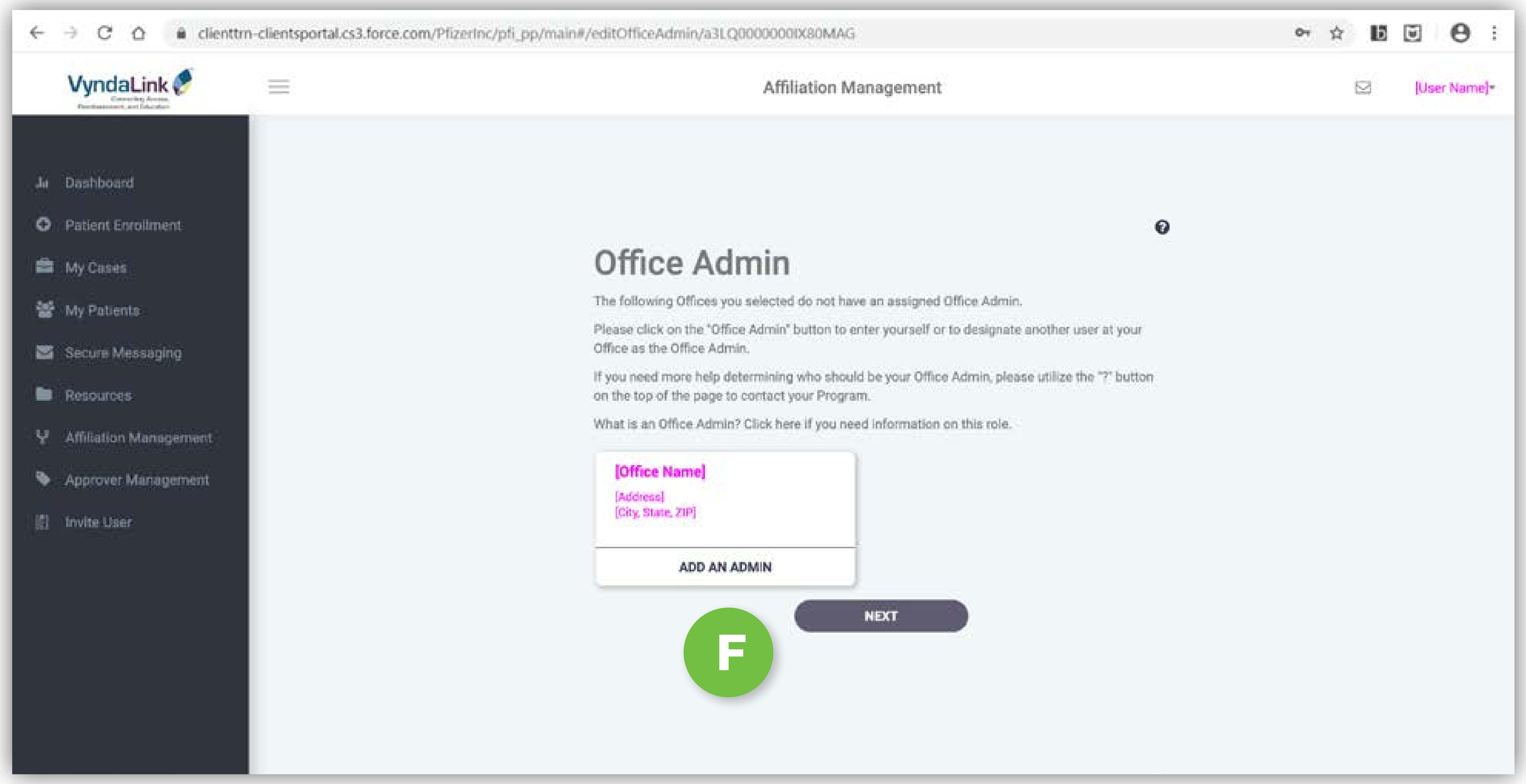
Office Selection (cont'd)





E For those who act as the Office Administrator, check the box that reads "If you are the admin, check this box" and then click **Validate**.

F Add an Office Administrator for each of the offices that you selected. Then click **Next** to list any affiliated providers for each of the selected offices.

Note: *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).*

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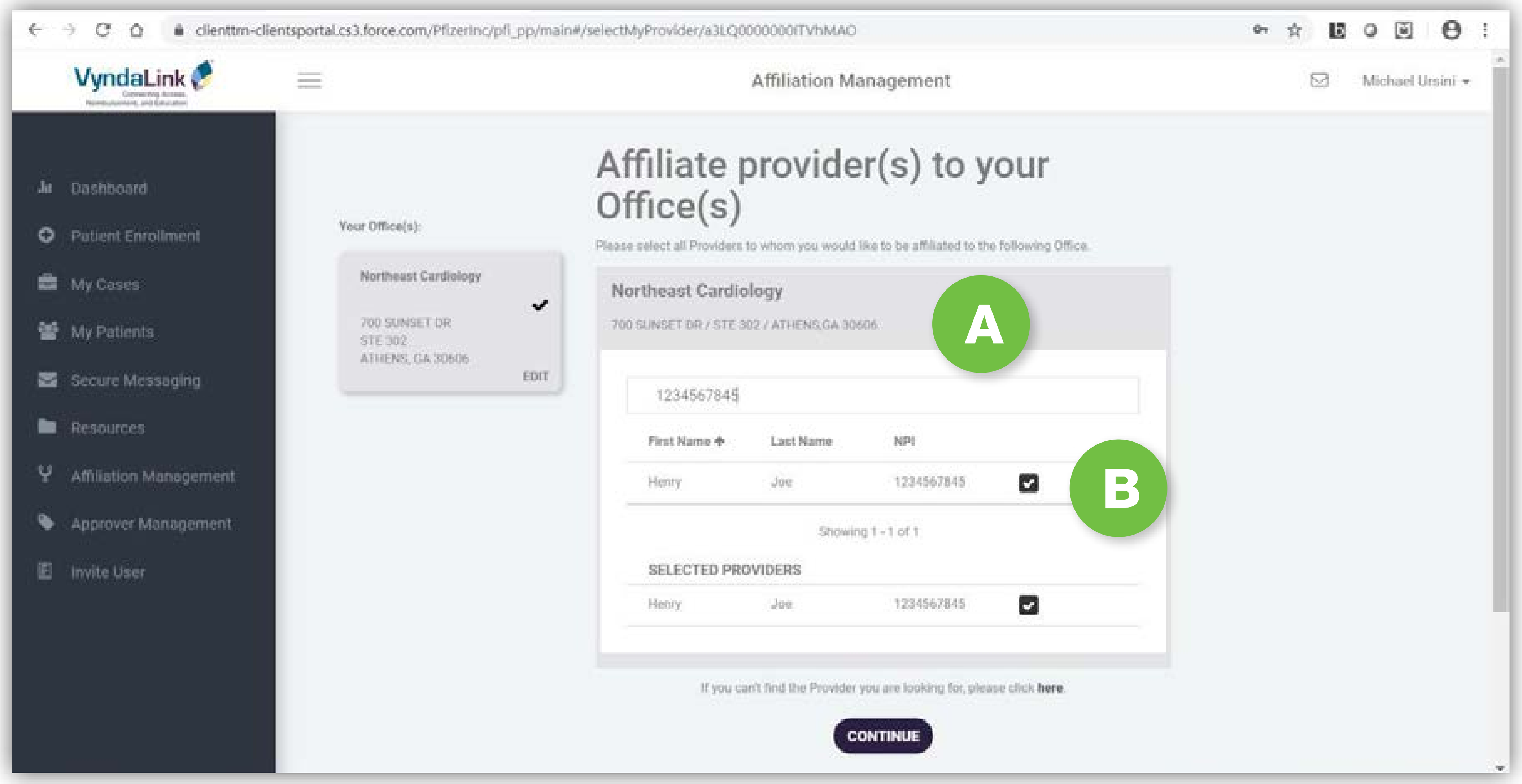
Provider Affiliation



The next section of registration is Provider Affiliation. You will see a field that allows you to search for physicians in the database. You can search by name or NPI. NPI is the surest and quickest way to locate a provider and affiliate him or her to an office.

Note: *When searching by name, keep in mind that there may be many providers with the same name. In that case, you may need to use the provider's middle name in order to locate the provider.*

A Identify the provider whom you want to affiliate to the office, then click **Continue**.

B Click on the box to the right of the NPI number, and click **Continue** to affiliate the provider to the office.

Once all the offices for a given site have been selected, and all the physicians who are affiliated with each of the offices have been selected, the Provider Portal will remain in a Pending status until a **VyndaLink** Access Counselor is able to contact the office, speak with the Office Administrator, and verify the selections. Setting up the Provider Portal with a Pfizer Field Reimbursement Manager will expedite this process. Otherwise, an Access Counselor will call typically within 24 to 48 hours.

Once the selections are verified, their status will move from Pending to Active, all existing patient enrollments that are associated with each physician and affiliated office will be available, and new patients can now be enrolled electronically. Patients who are enrolled by fax will also show in the Provider Portal once the information is processed properly by **VyndaLink**. At this point, the initial setup for the Provider Portal is complete.

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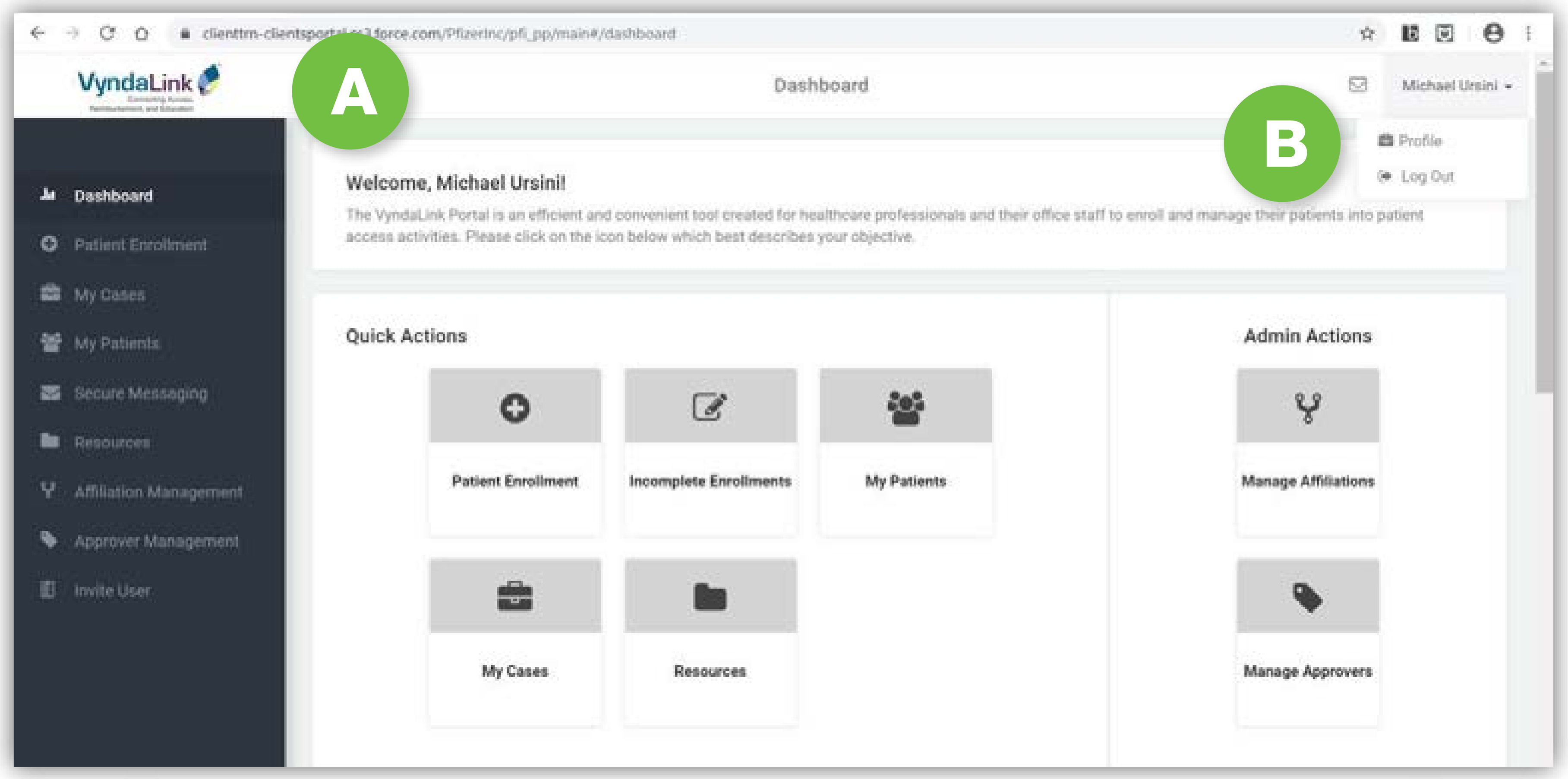
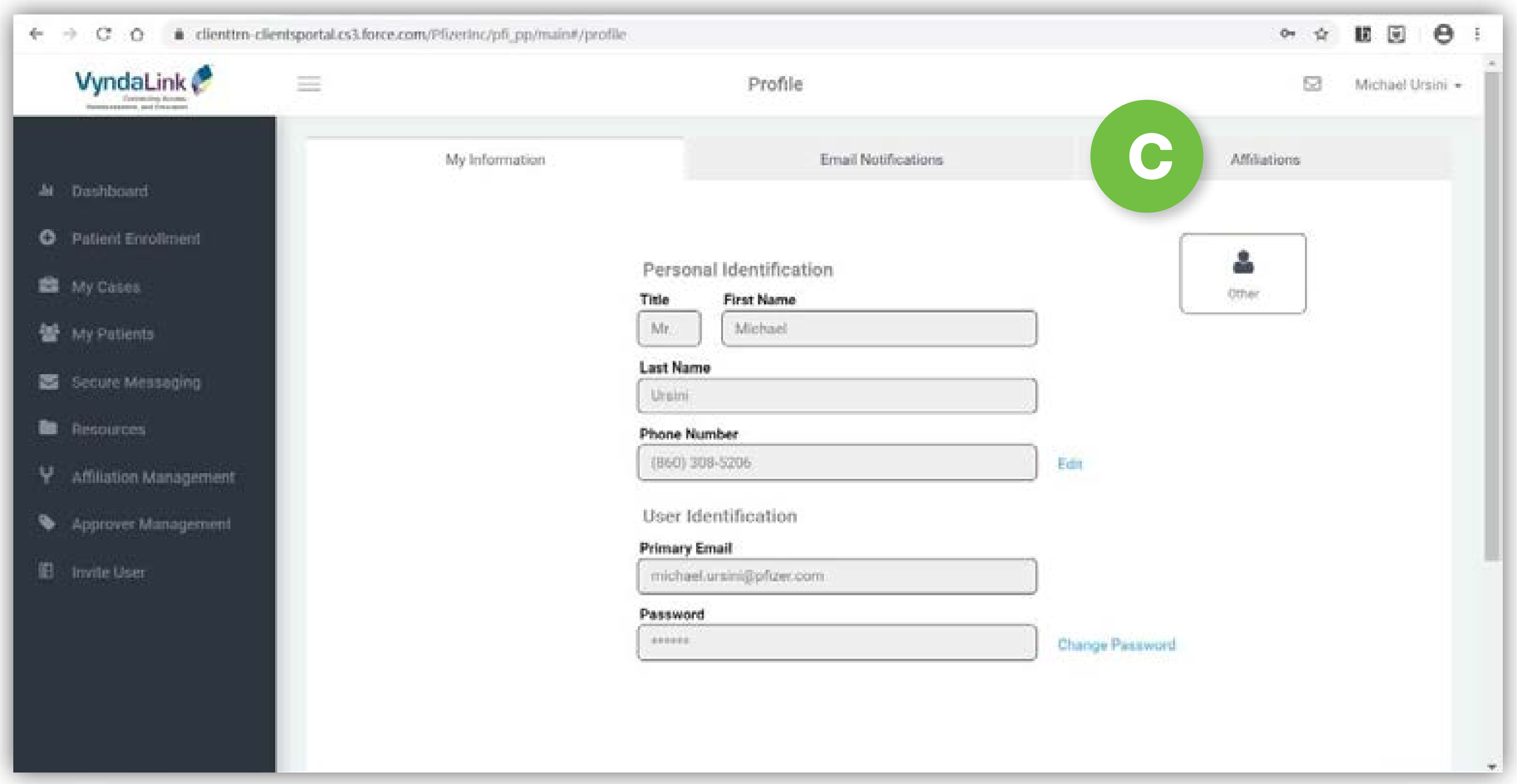
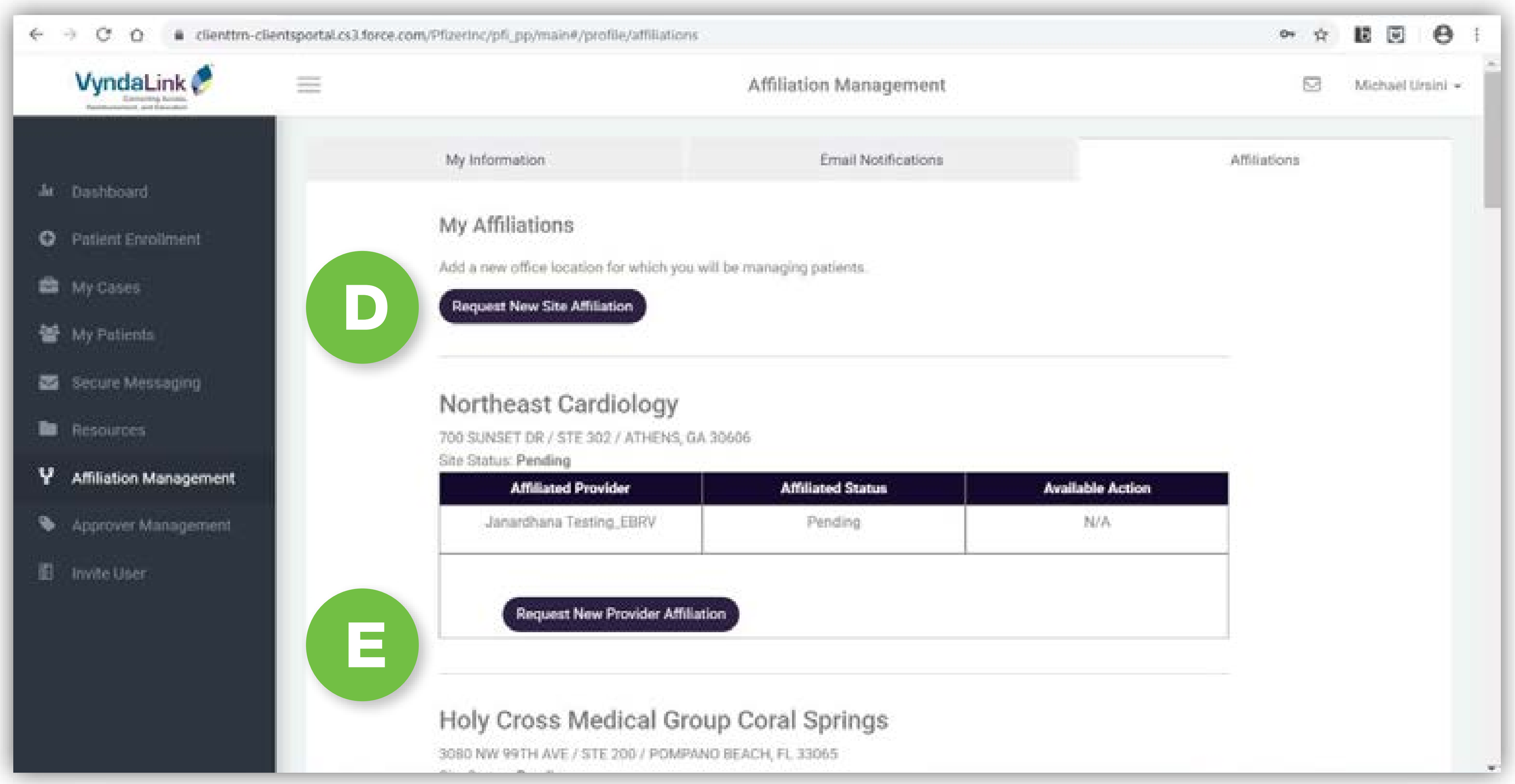
Adding a New Office







A If the Office Administrator does not complete the initial setup (which includes both **Office Selection** and **Physician Affiliation**) or if the Office Administrator needs to add a new office and affiliate a new provider, the Office Administrator can return to complete this task by first logging back in to the Provider Portal.

B Once logged in, the Office Administrator should click his or her name in the upper right-hand corner. In the drop-down list that opens, click on **Profile**.

C This will take the Office Administrator to their Profile page. There are three tabs located at the top of the Profile page: **My Information**, **Email Notifications**, and **Affiliations**. Click on **Affiliations**.

D The Office Administrator will now see the Affiliations tab. To add offices, click the **Request New Site Affiliations** button and begin the process that was explained earlier in the **Office Selection** section.

E If you see your offices listed but need to affiliate the providers, locate the office in the list and then click **Request New Provider Affiliation** to begin the process detailed in the **Provider Affiliation** section. The example on this page shows Northeast Cardiology and the **Request New Provider Affiliation** button.

SECTION 2

Daily Use of Portal & Ongoing Enrollment

Need additional assistance?
Call **VyndaLink** at 1-888-222-8475
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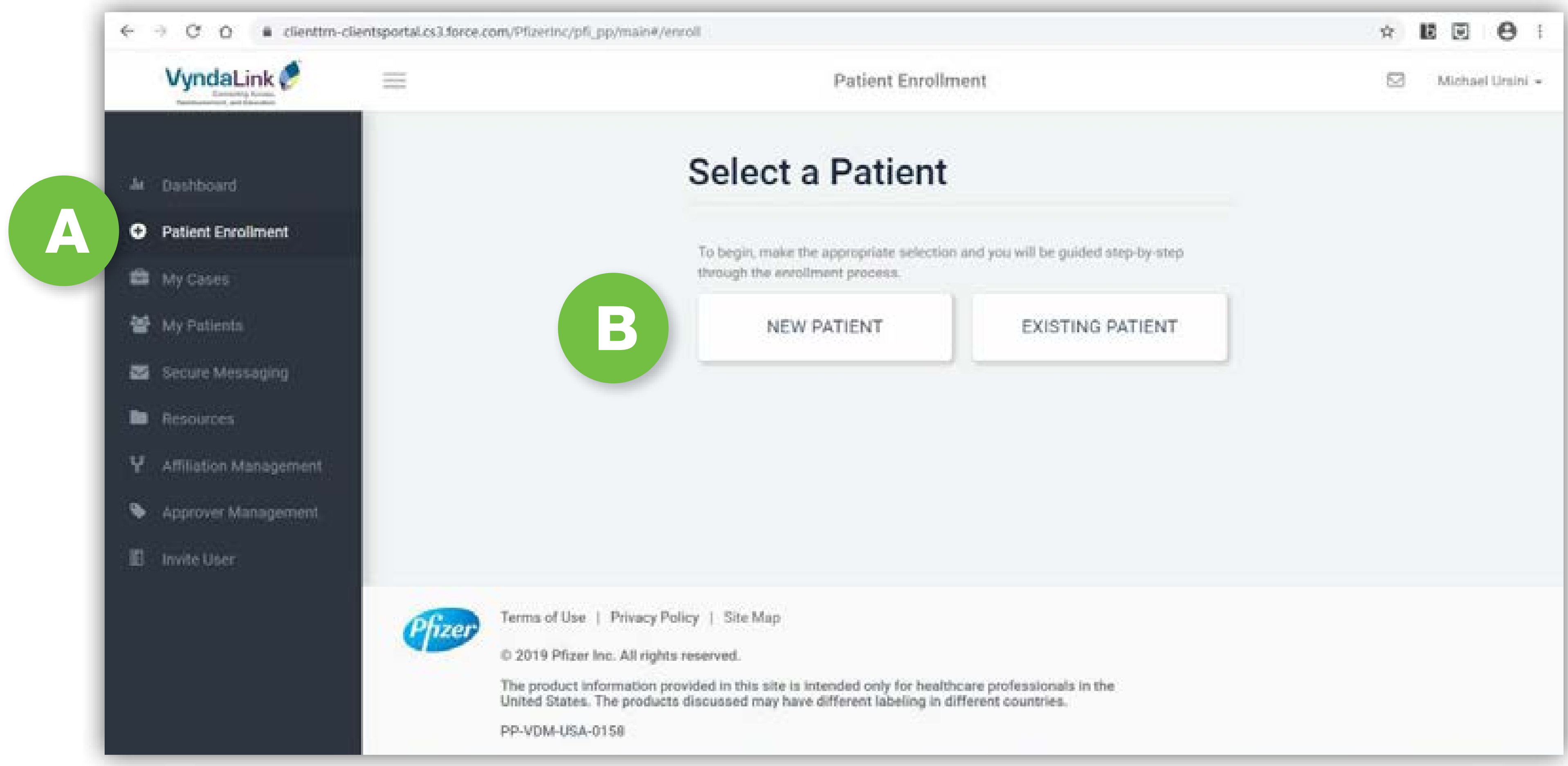
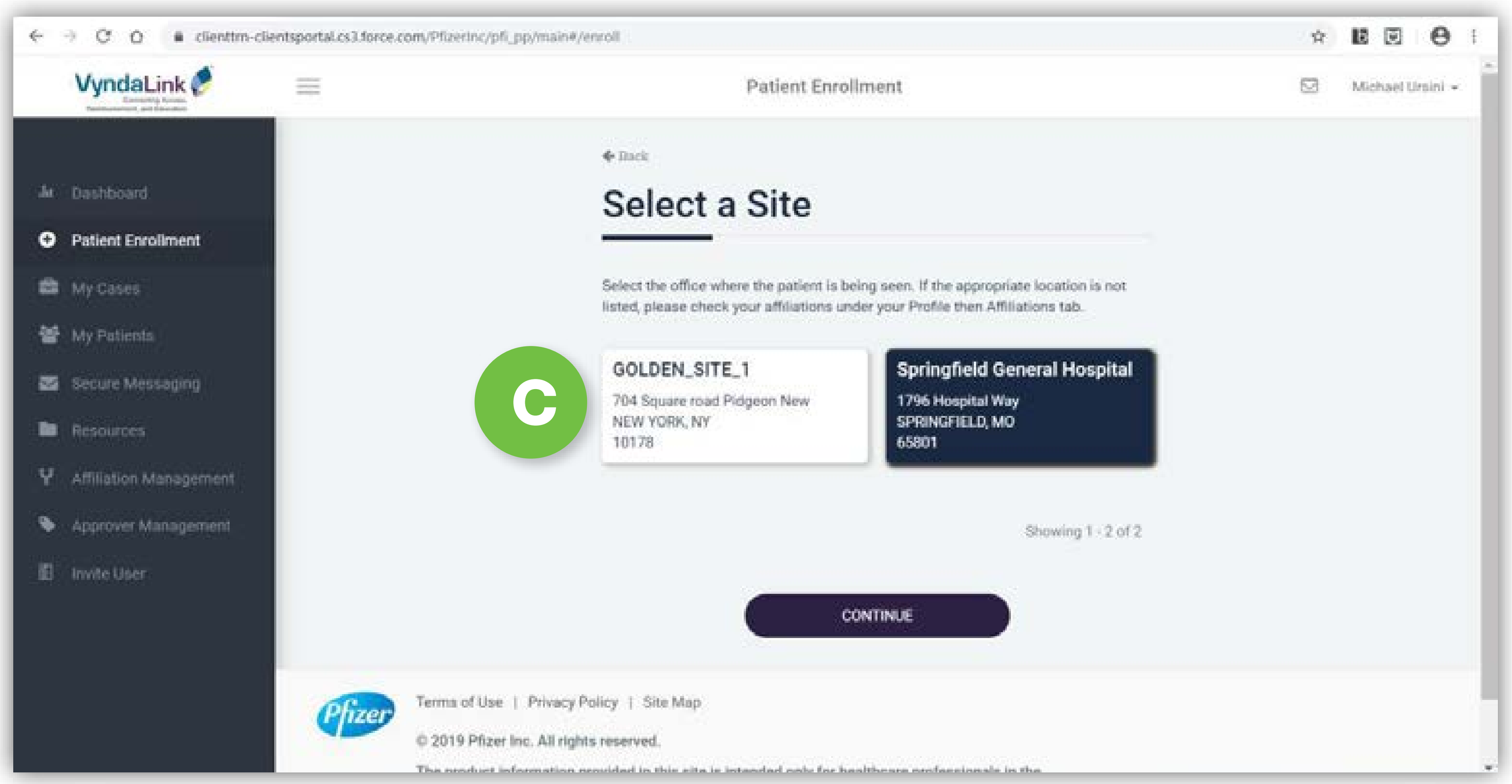
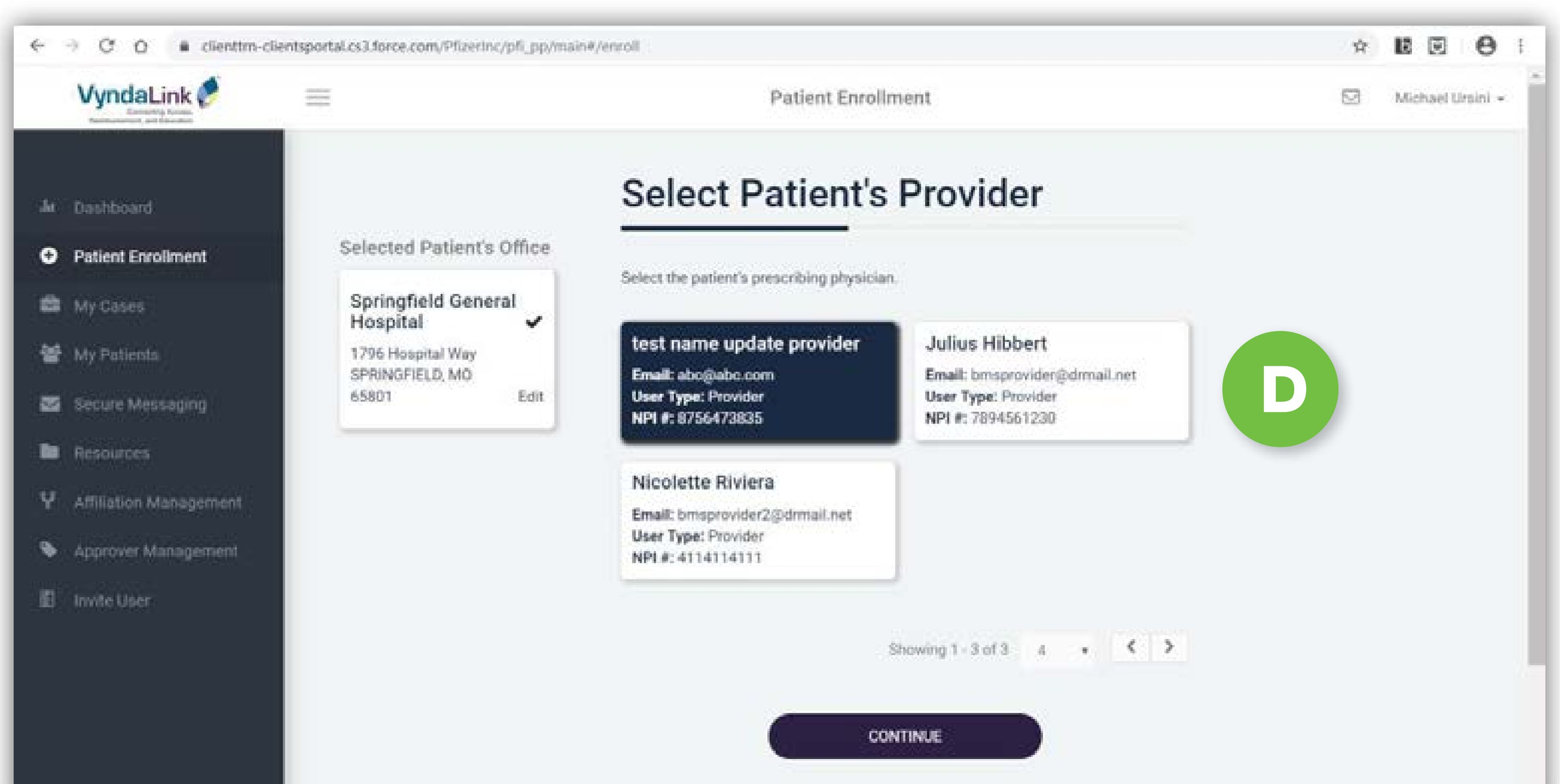
Patient Enrollment Form







Once the portal account and site have been set up, you can now begin enrolling patients, verifying patient benefits, and checking on the status of patient cases.

A Start by selecting **Patient Enrollment** from the navigation menu on the left of the Provider Portal.

B Next, click **New Patient** or **Existing Patient**.

C Select the site where the patient is being treated.

D Select the **Patient's Provider**.

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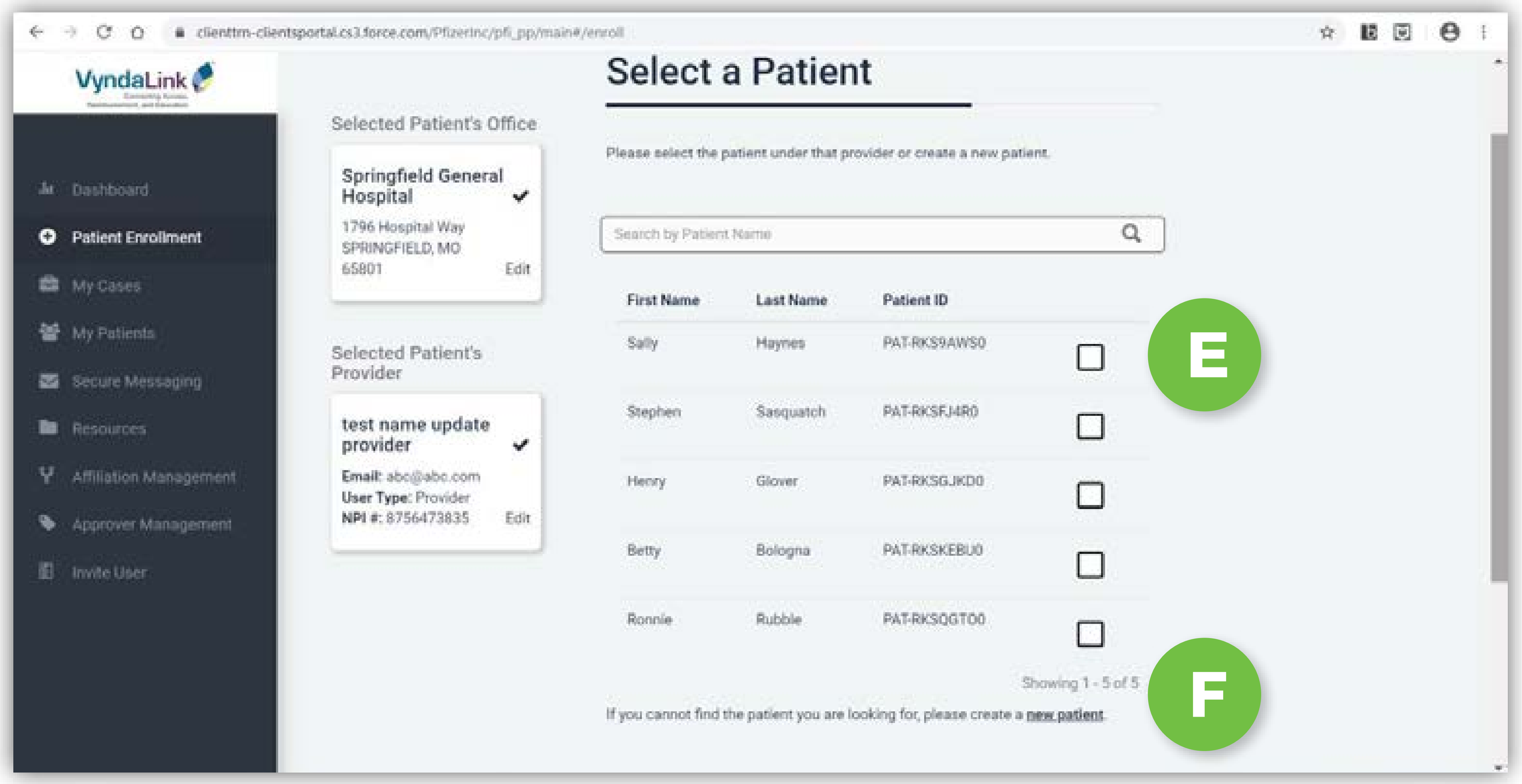
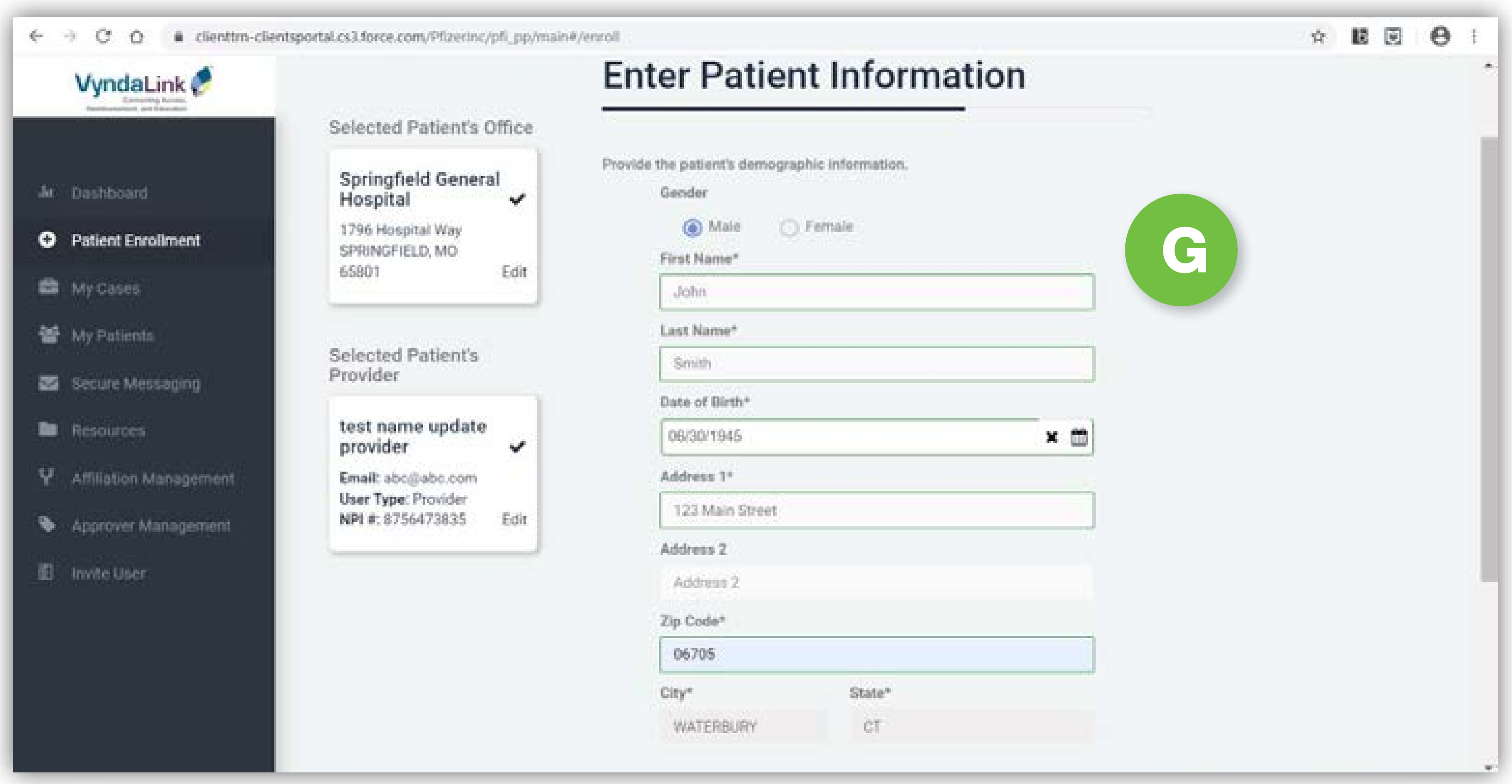
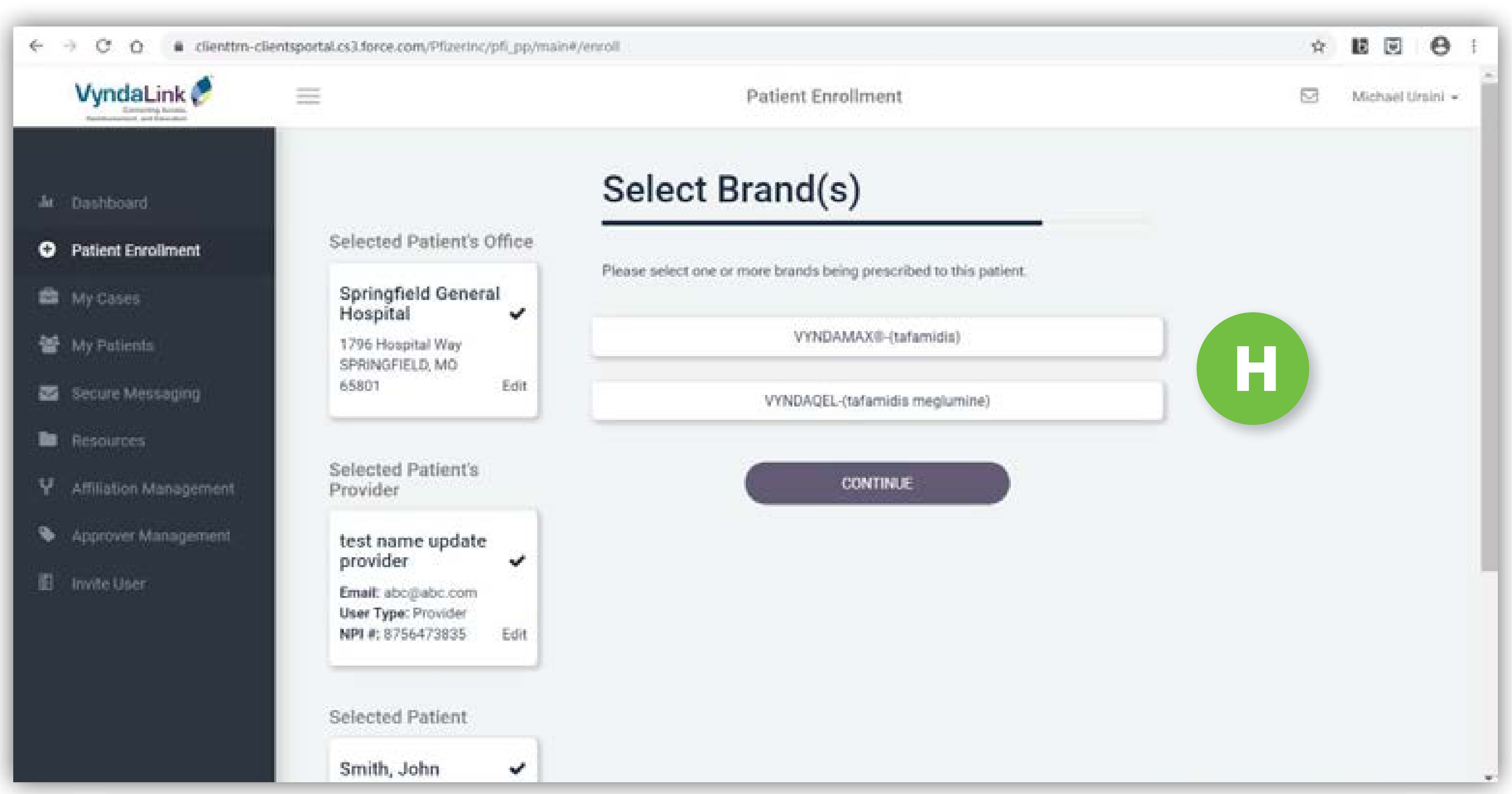
Patient Enrollment Form (cont'd)







E If you selected **Existing Patient**, select the patient from the list of patients under that provider.

F If the patient you are looking for is not listed as an existing patient, you can scroll to the bottom of the list and click on **new patient** to add them.

G If you selected **New Patient** from the beginning or realized your existing patient was not in the system when you saw the prescribing physician's patient list and scrolled to the bottom to click on the **new patient** link, then the next page is where you begin by entering the patient's information.

Note: *You will need a patient's demographic and clinical information to complete this step (name, gender, date of birth, address, and prescription).*

H After filling in the patient's information, select VYNDAMAX® (tafamidis).

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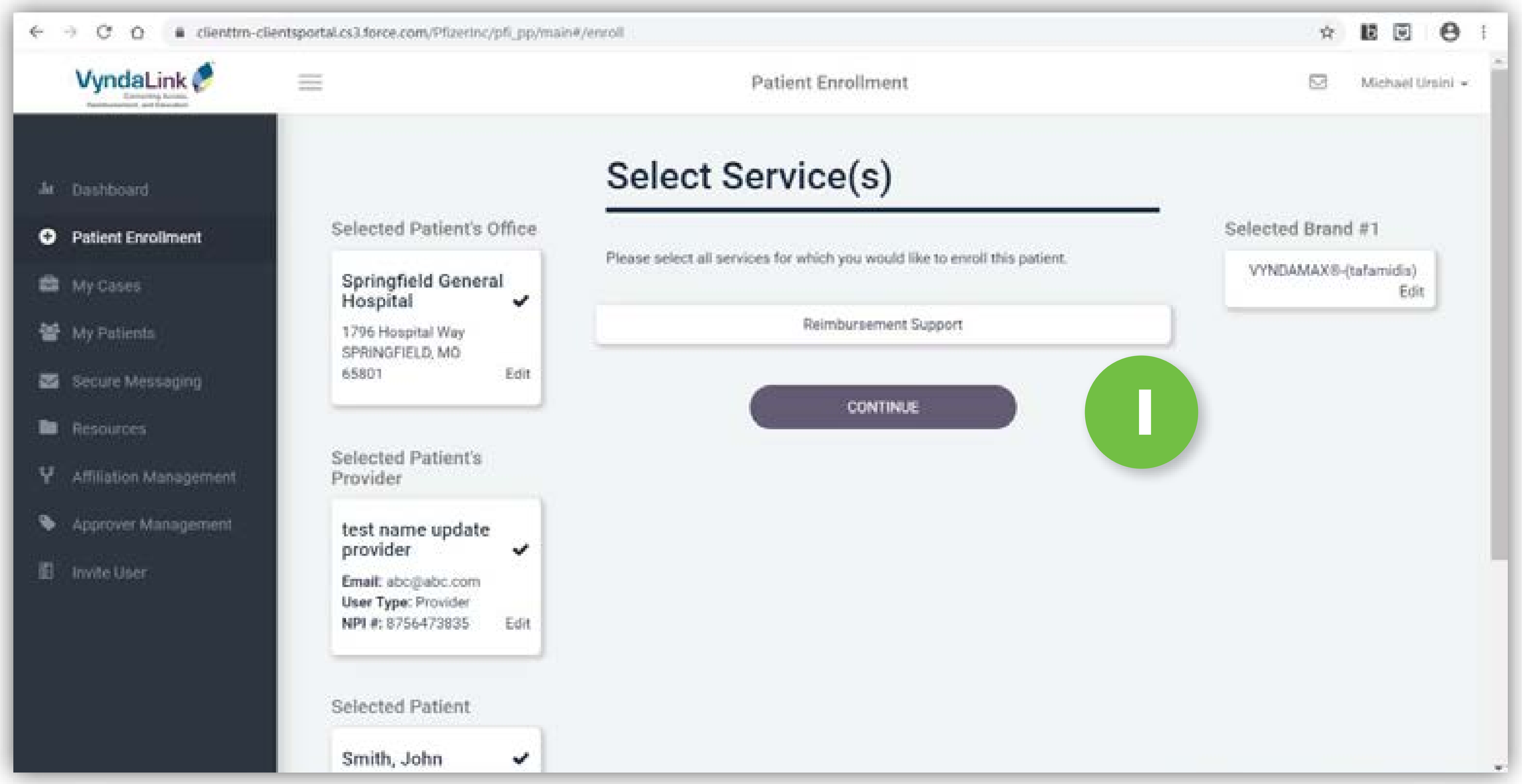
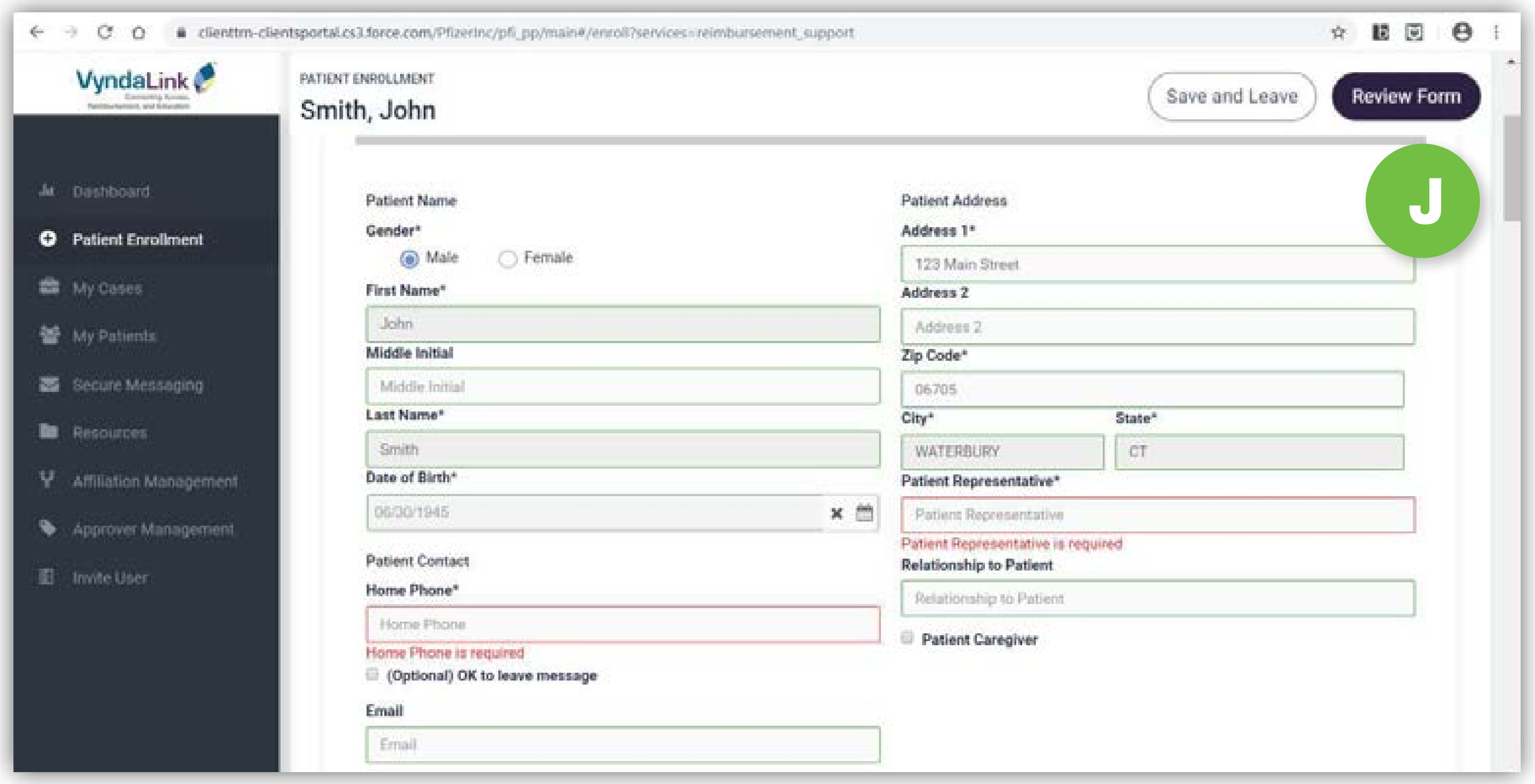
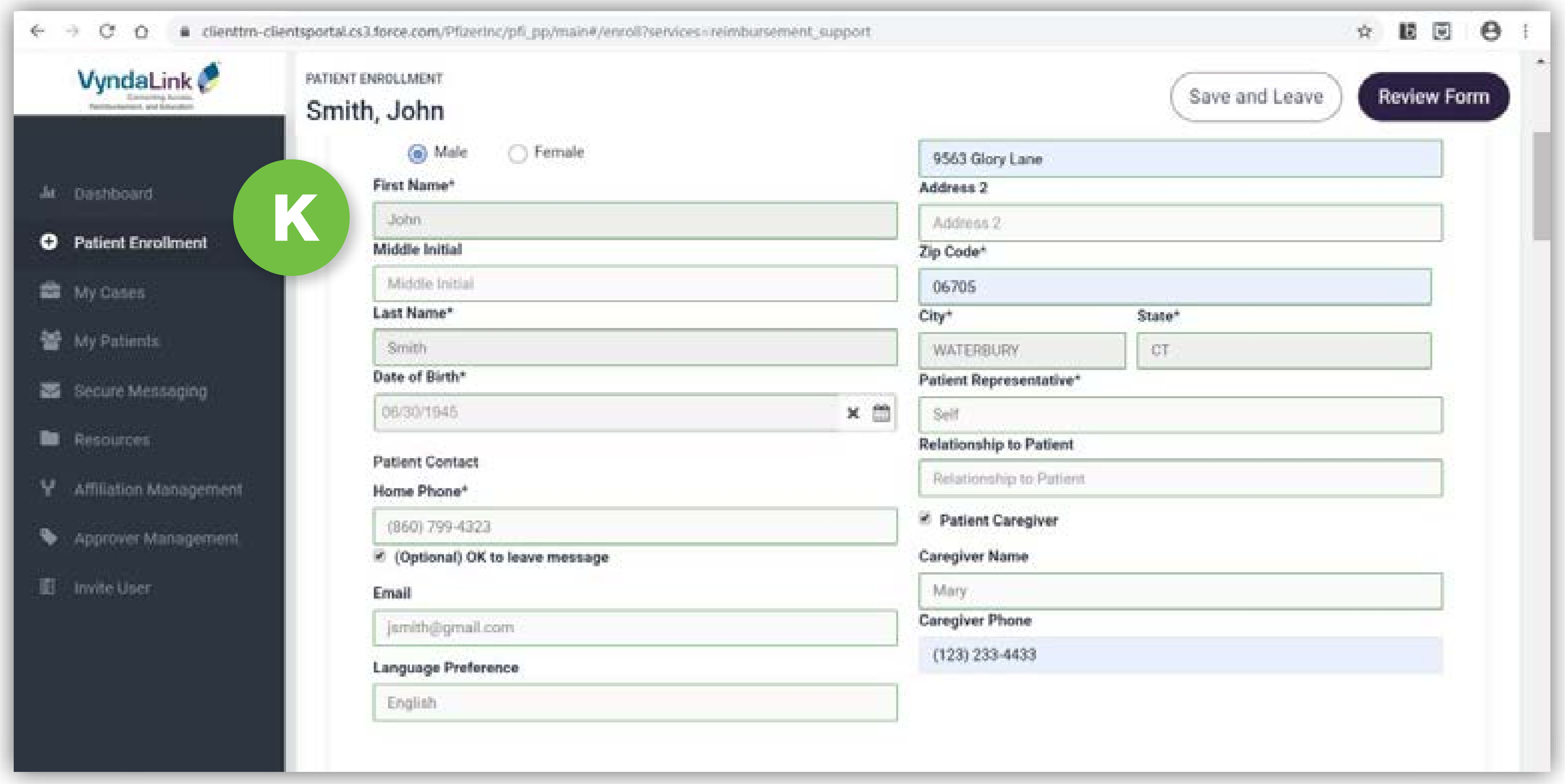
Patient Enrollment Form (cont'd)







I Next, click on **Reimbursement Support**. This will set up the enrollment form for the patient to grant **VyndaLink** permission to assist him or her with a Welcome call explaining the program and the patient's benefits, as well as financial assistance research if the patient requests that type of assistance.

J Next, the enrollment form will display. Click **Review Form** to alert you to what fields must be filled in.

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.*

K Once the fields are completed, the outline of the fields will change from red to green.

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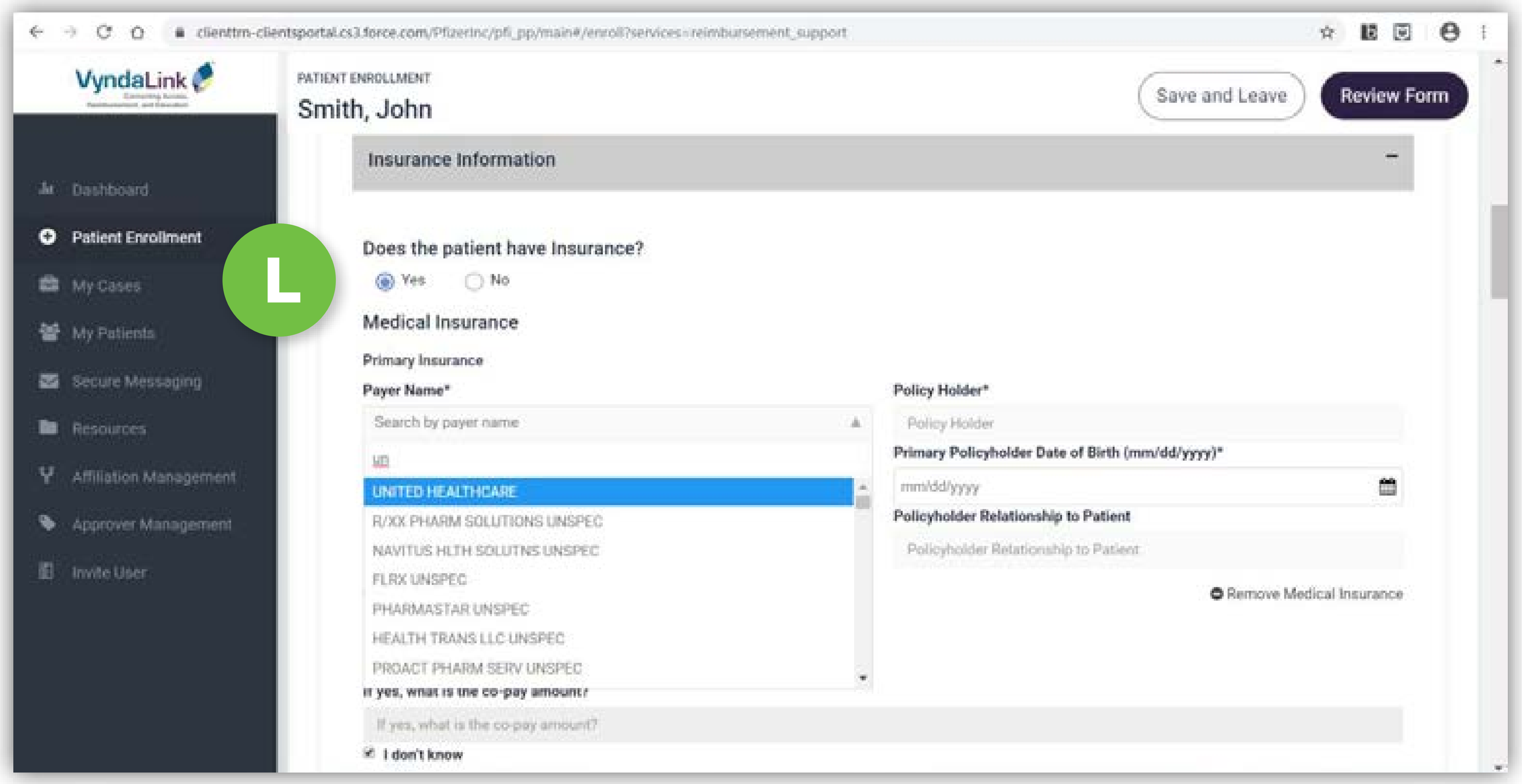
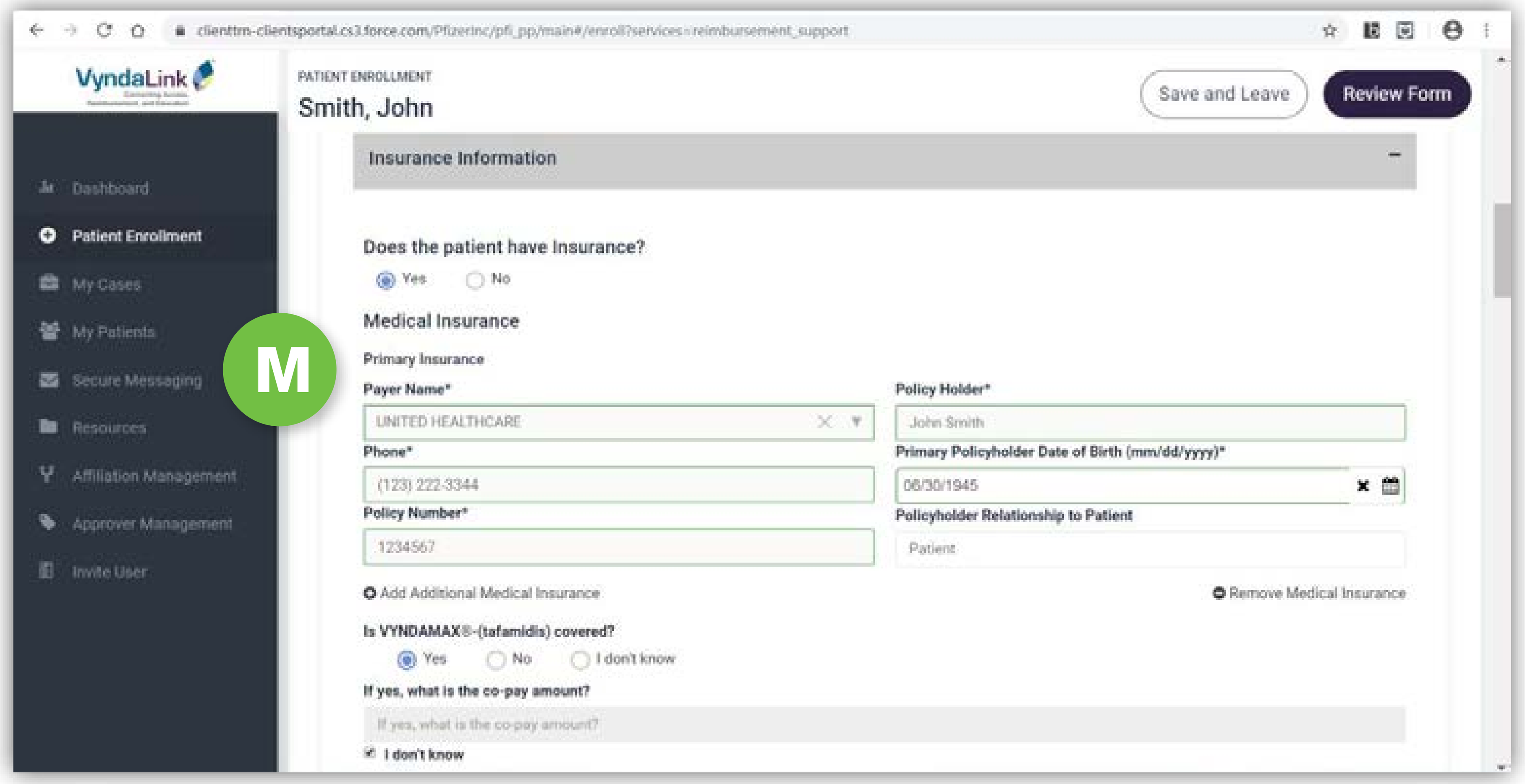
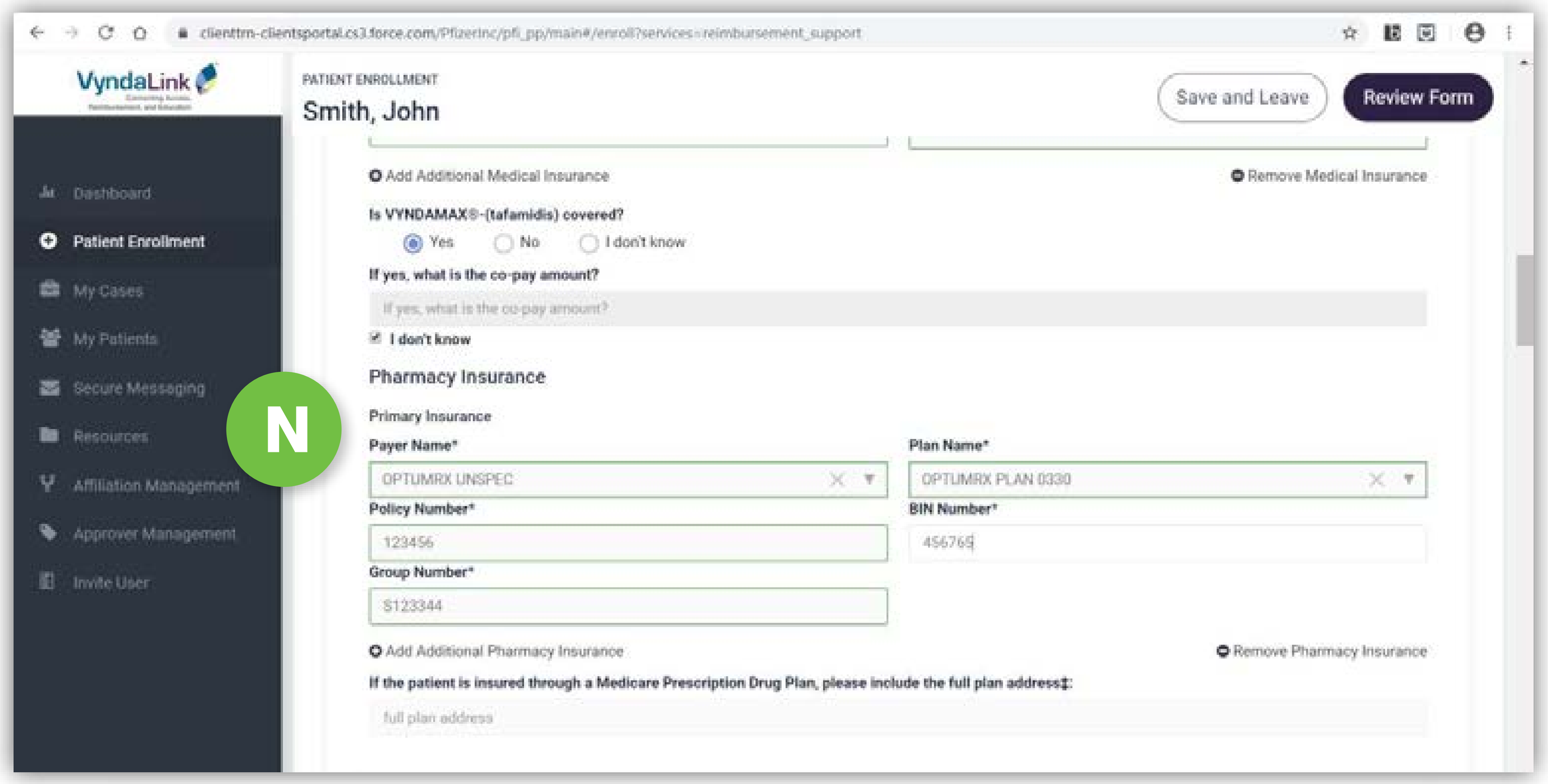
Patient Enrollment Form (cont'd)







L Next, you will enter the insurance information. You will also need to scan a copy of both sides of the **Medical Insurance card** and **Pharmacy Insurance card** and upload these documents once you get to the bottom of the enrollment form. If the patient's insurance carrier is not located in the drop-down menu, it can be left blank. Once the fields are completed, they will change from red to green.

M Enter the **Medical Insurance** information.

N Enter the **Pharmacy Insurance** information.

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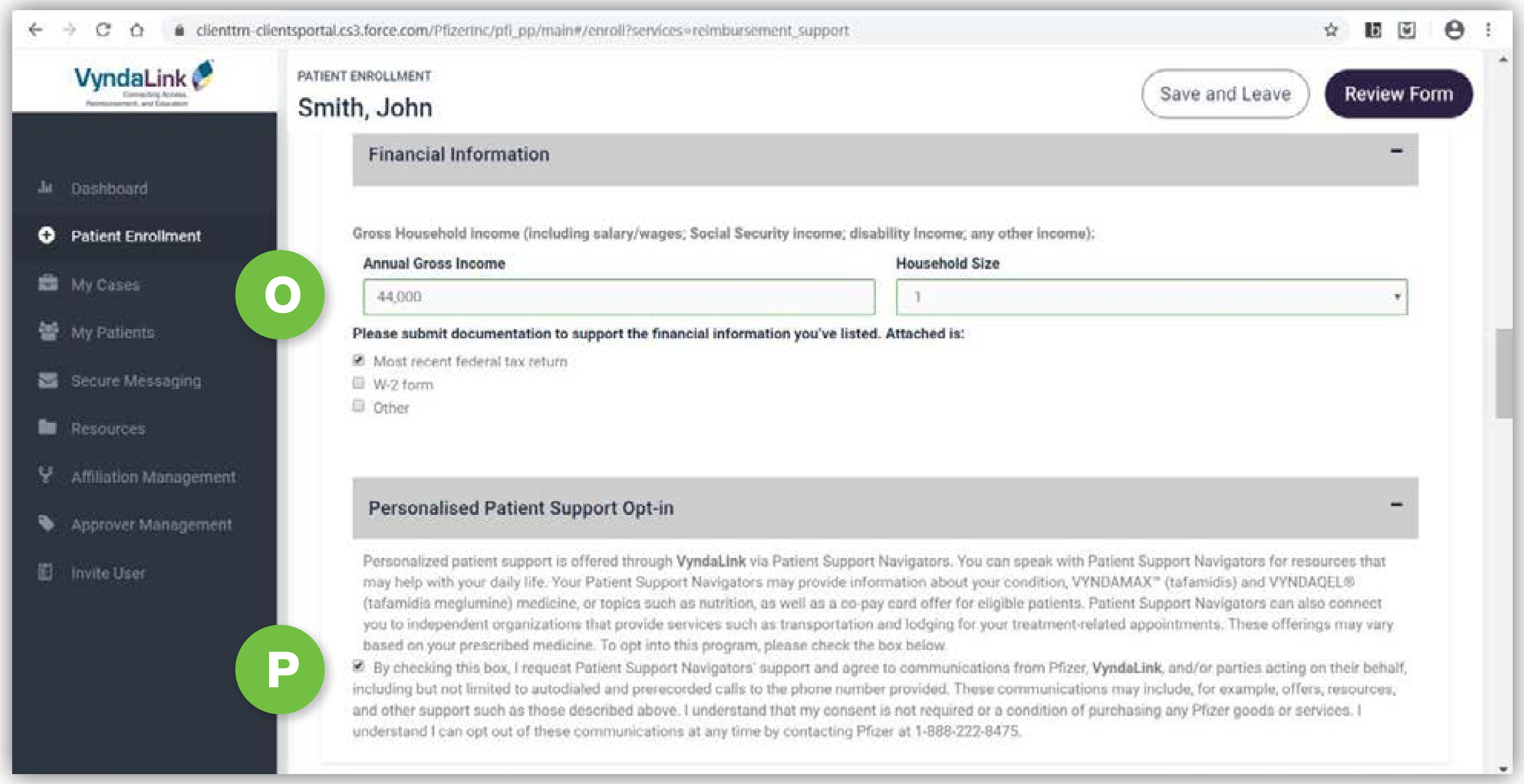
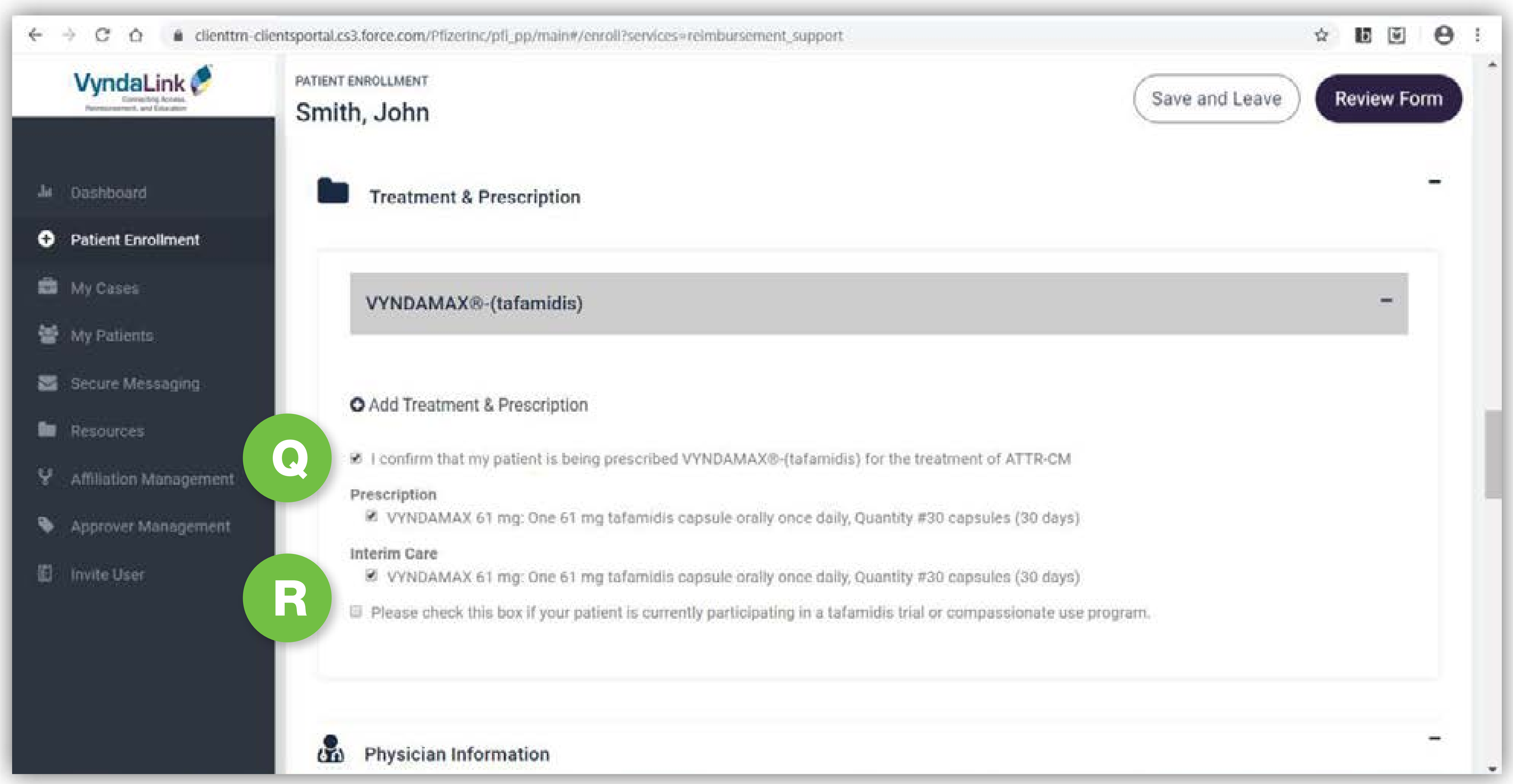
Patient Enrollment Form (cont'd)





O Enter the patient's **Financial Information**. The patient's financials can either be scanned and uploaded once you get to the bottom of the form, scanned and uploaded later, or faxed in by either the patient or the office.

P Check the box to opt in for Patient Support Navigator services.

Note: *Patient Support Navigators can refer patients to third-party organizations, which can provide social, educational, and other support during the patient's treatment journey.**

Q Check the appropriate **Treatment** and **Prescription** boxes.

R Check **Interim Care** if you are interested in this service for eligible patients whose prior authorization and/or appeal has been delayed.

*Some offerings are provided through third-party organizations that operate independently and are not controlled by Pfizer. Availability of offerings and eligibility requirements are determined solely by these organizations. Patients who are interested in additional support must opt in to this offering.

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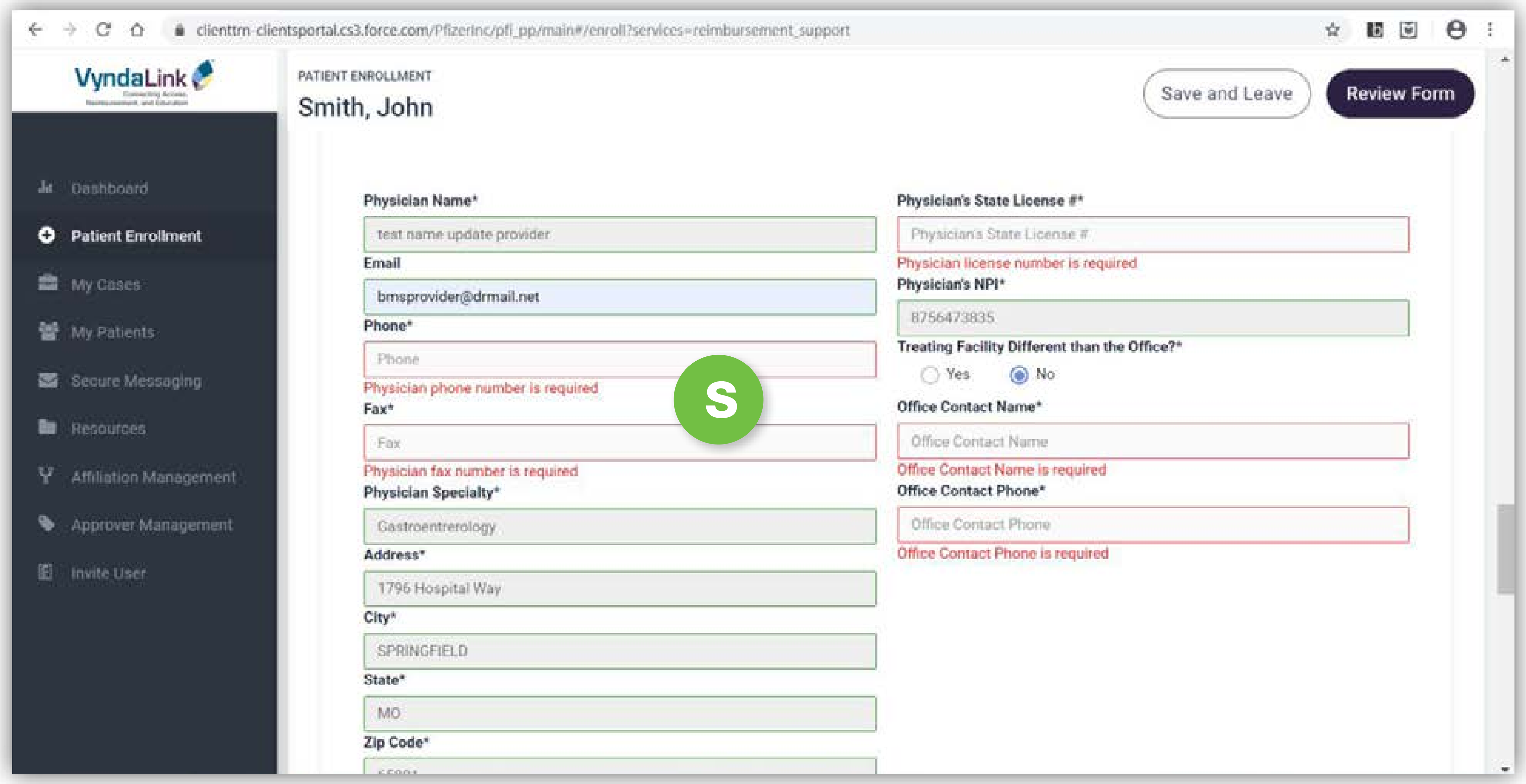
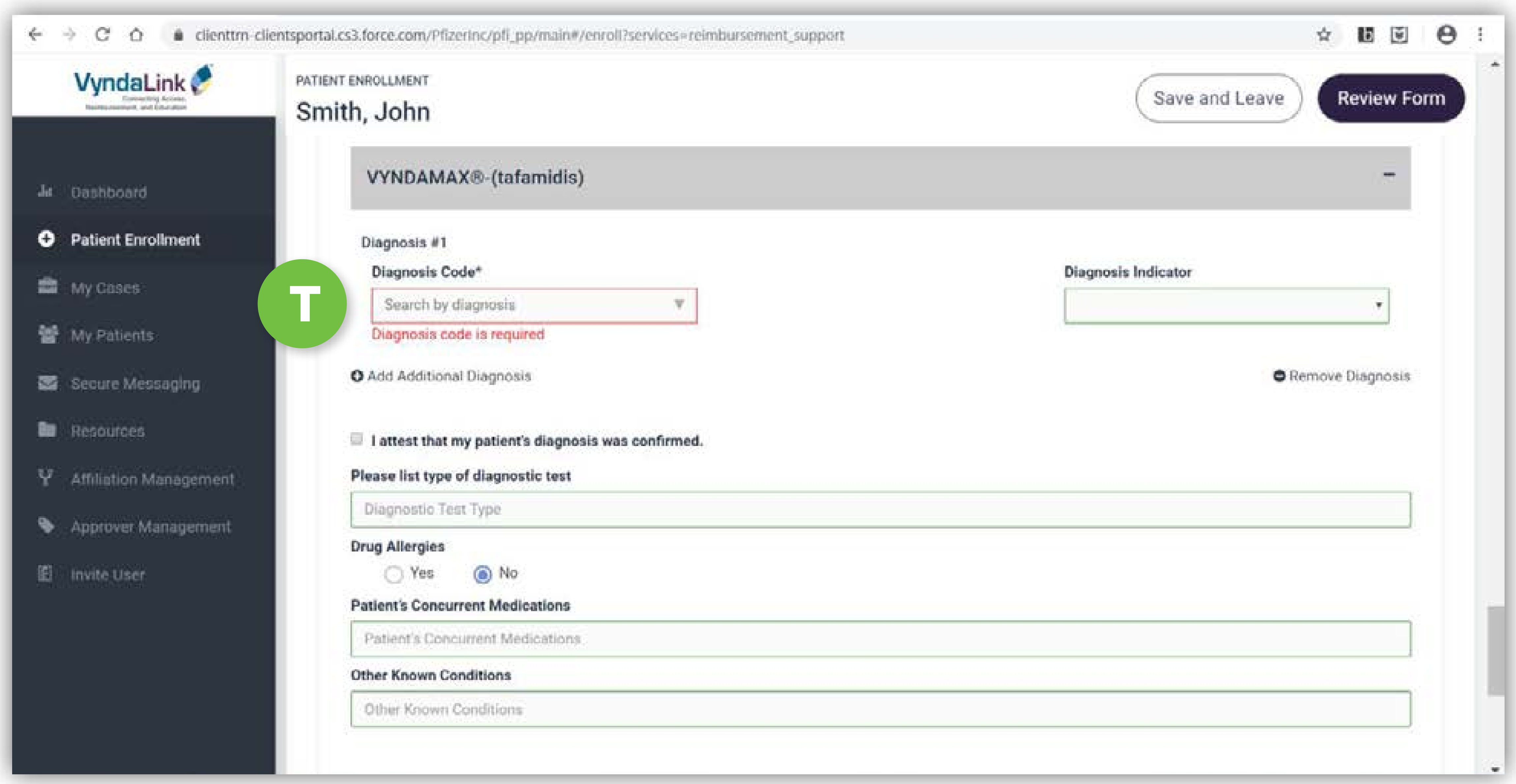
Patient Enrollment Form (cont'd)





S Next, complete any missing information related to the Prescribing Physician's profile highlighted in red.

T Enter the **Diagnosis Code**, which is a required field highlighted in red, along with the supporting information requested.

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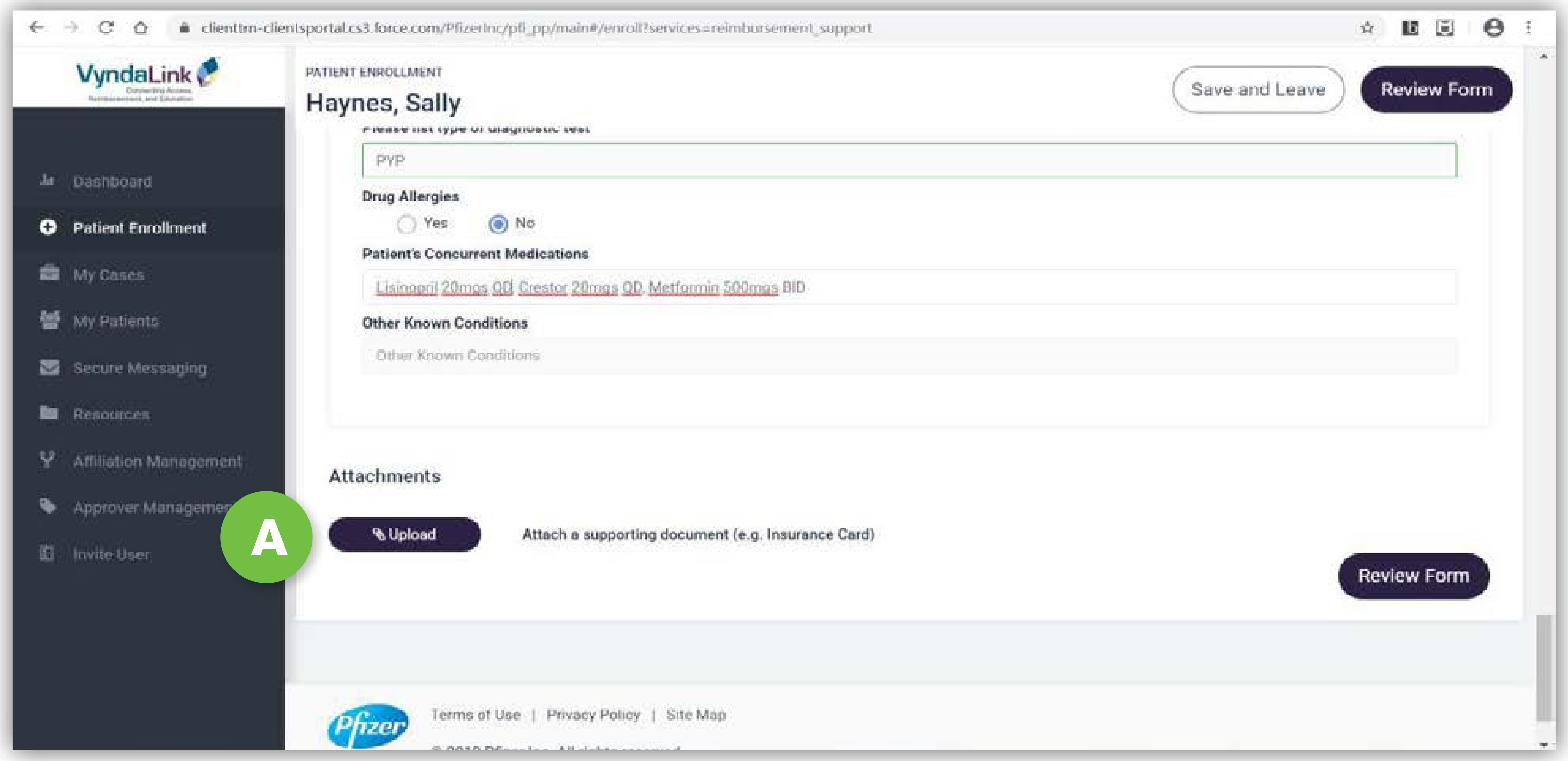
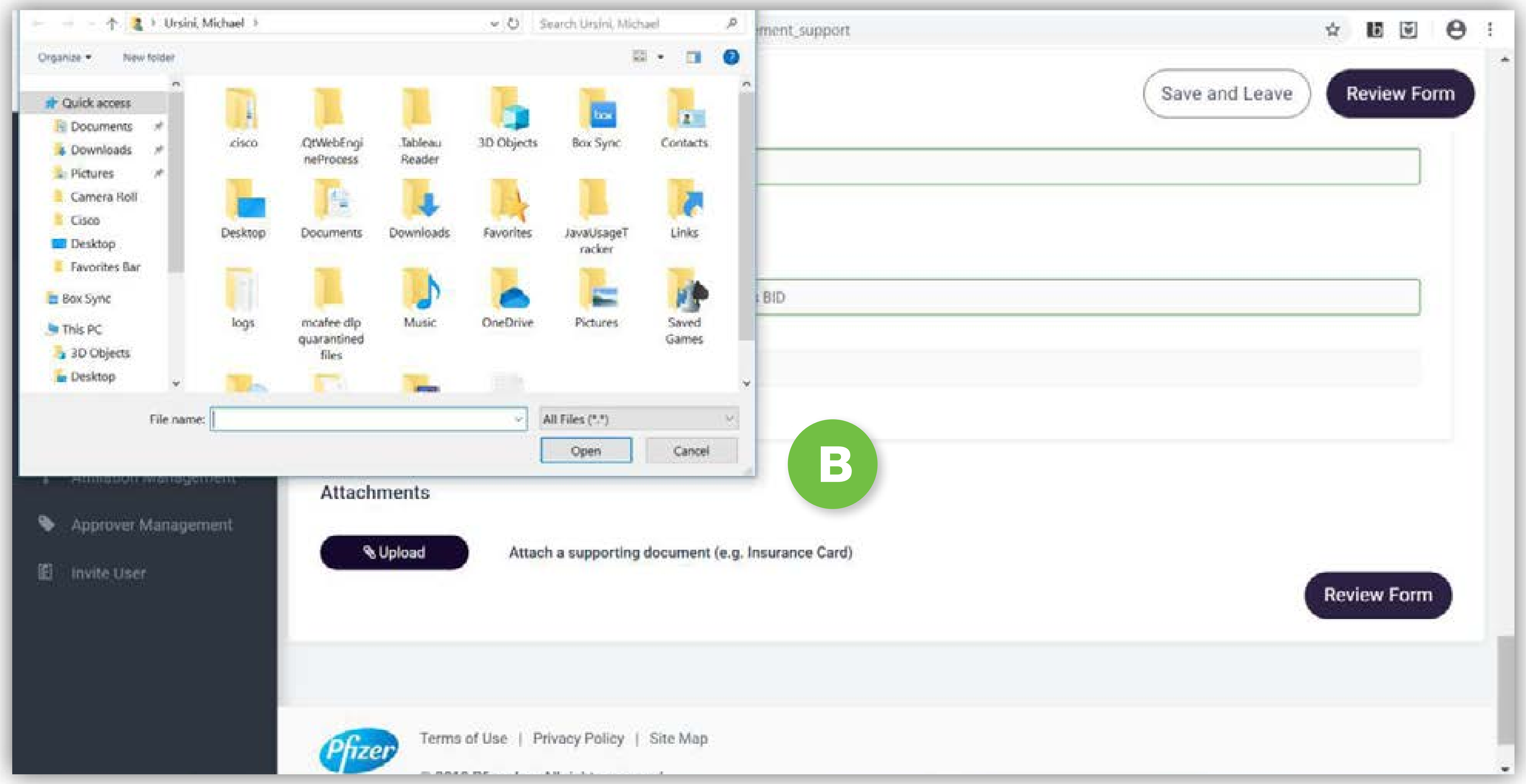
Uploading Documents

Uploading documents via Provider Portal





The next step of the Enrollment Form involves uploading documents to the Provider Portal. There are two ways to upload documents. The first way is described on this page and is part of the enrollment process.

A To upload documents as part of the Enrollment Form completion, start by clicking **Upload**. Any documents (financials, cover letters, support documentation, etc.) to be uploaded must be scanned and then selected from a system file.

B Select scanned documents from files.

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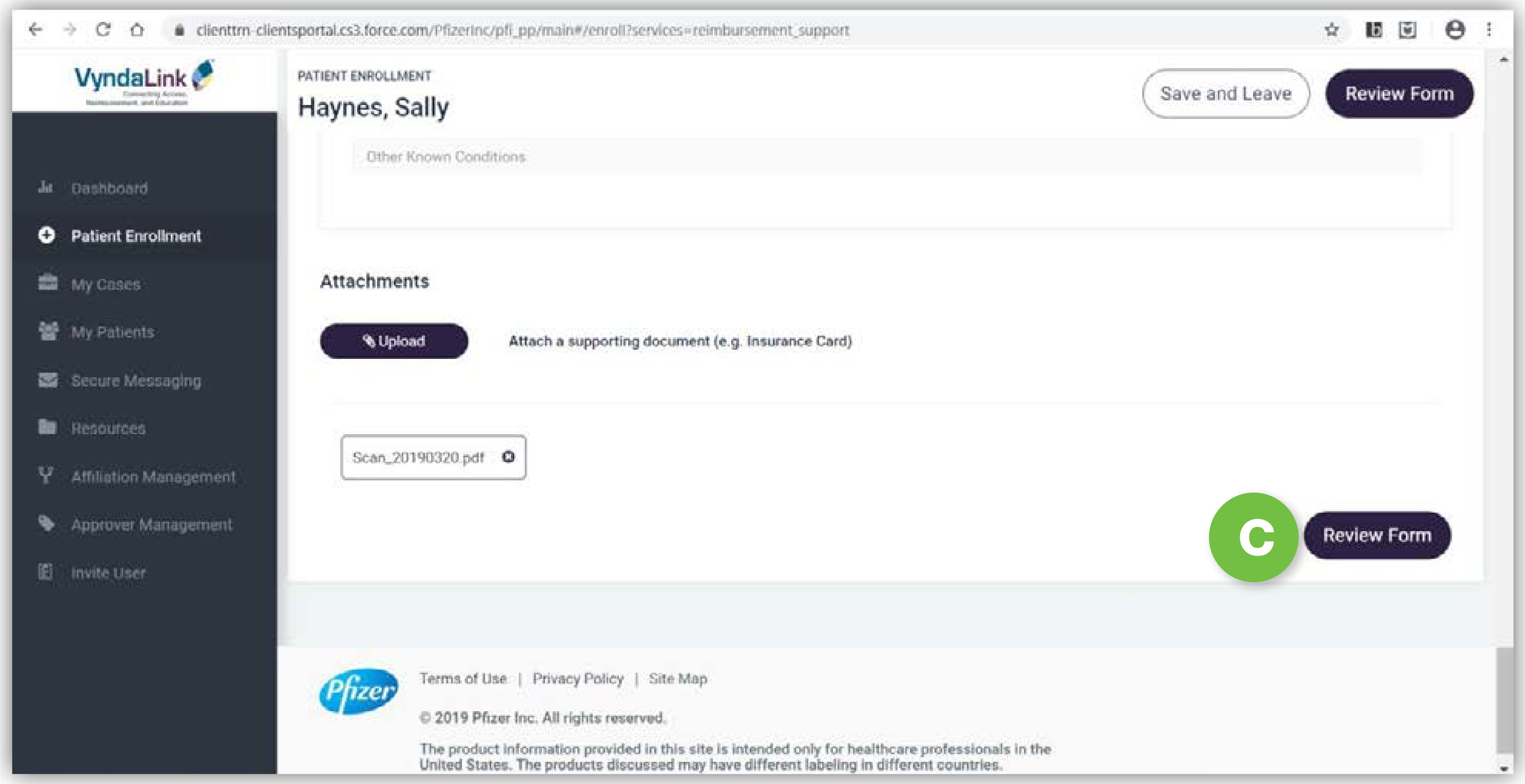
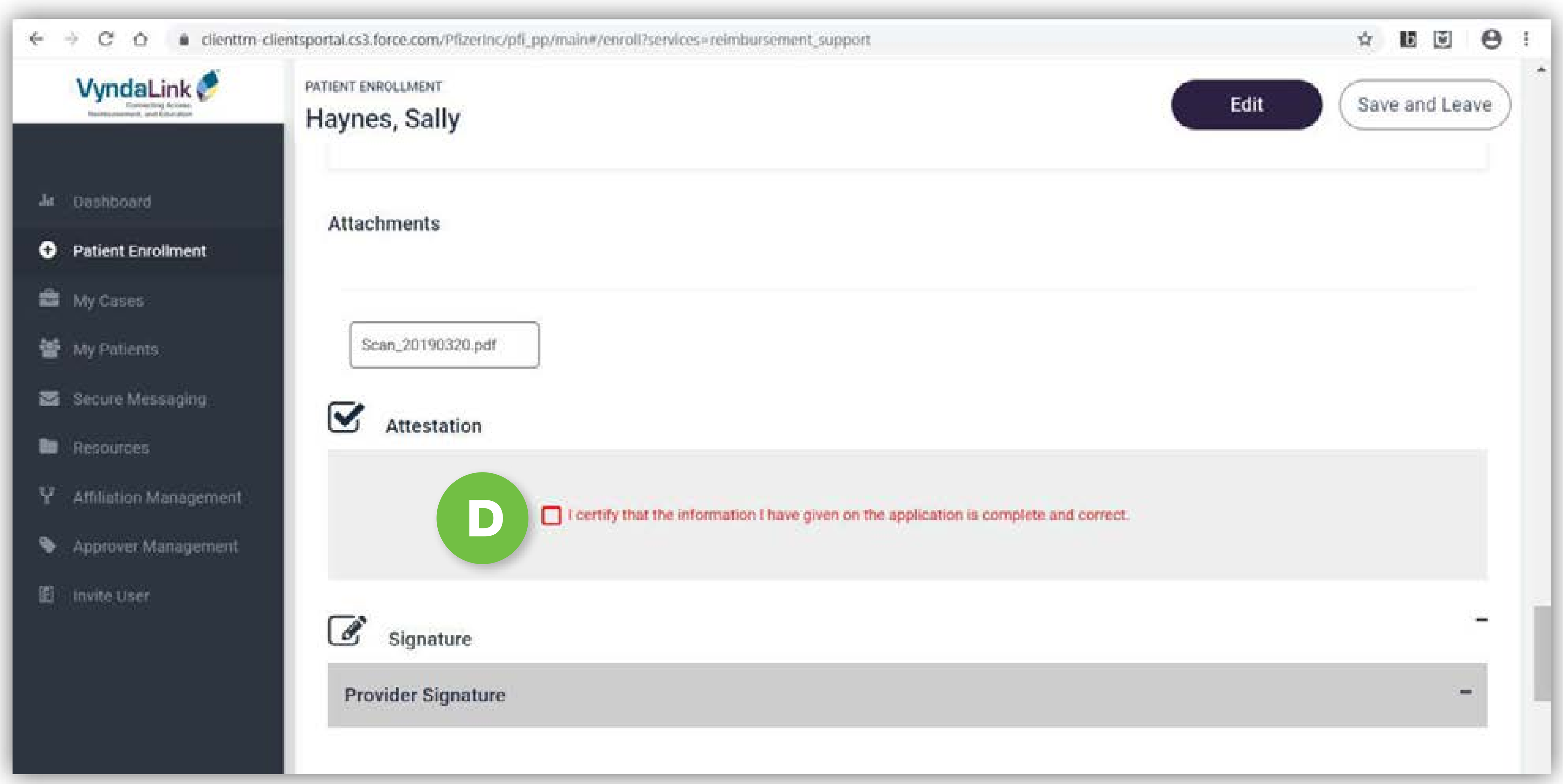
Uploading Documents (cont'd)

Uploading documents via Provider Portal (cont'd)





C The uploaded document(s) will appear under the upload button. Next, click **Review Form**.

D If no other steps are required on the enrollment form (nothing is highlighted in red), you will see the **Attestation** box and **Signature** requests for both the patient and the prescribing physician. Click the attestation box to certify that the information on the application is complete and correct.

After clicking the attestation box, this part of enrollment is complete. See "Signing the Enrollment Form" for more instructions on signing the enrollment form.

The second way to upload documents is through Secure Messaging. Information about Secure Messaging can be found on the next page of this guide. Secure Messaging can be accessed from the left-side navigation of the Provider Portal, under **Secure Messaging**.

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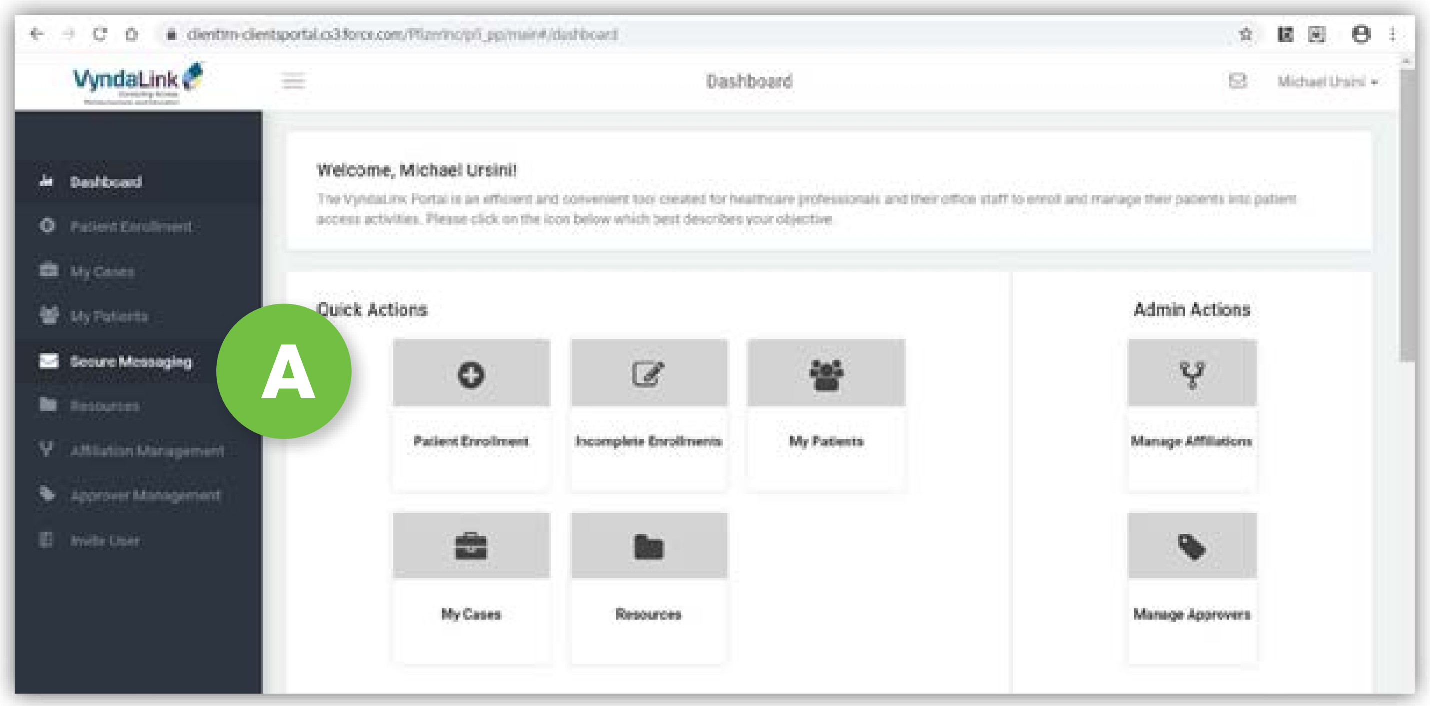
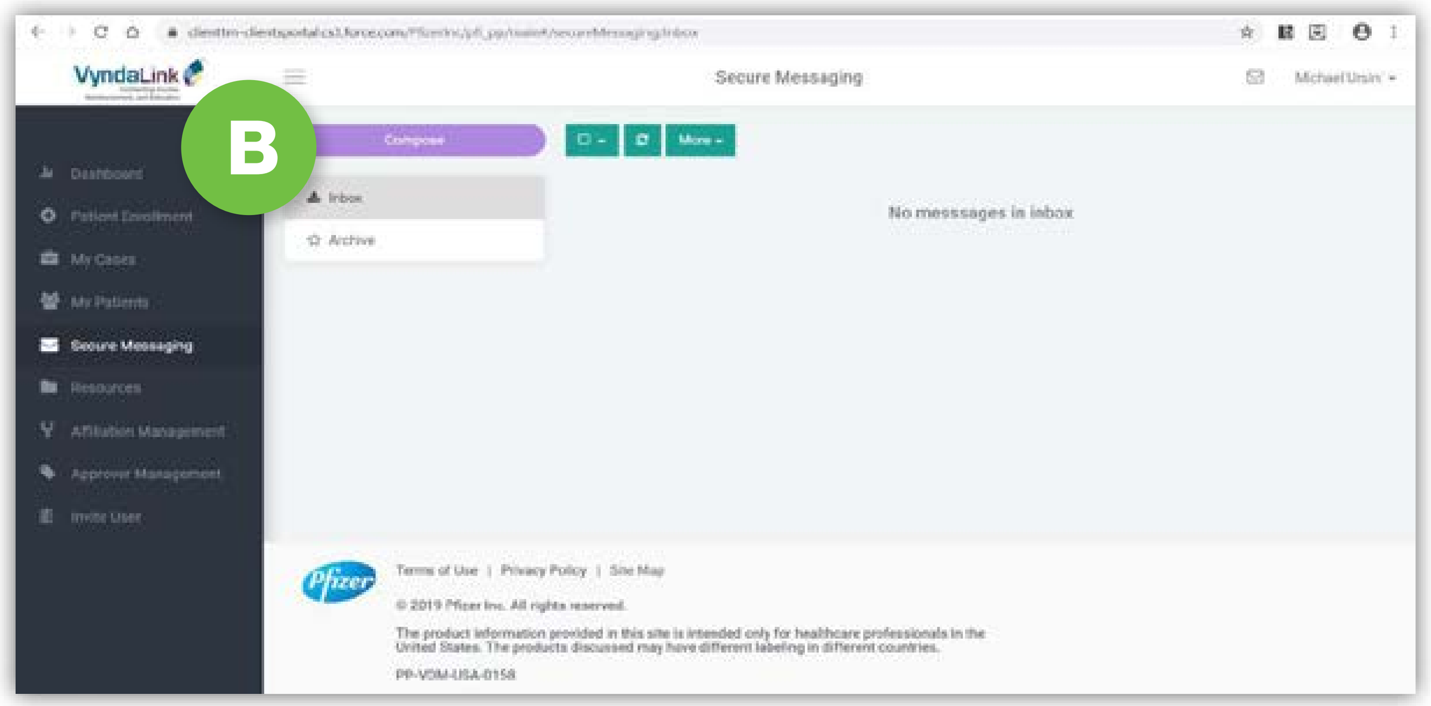
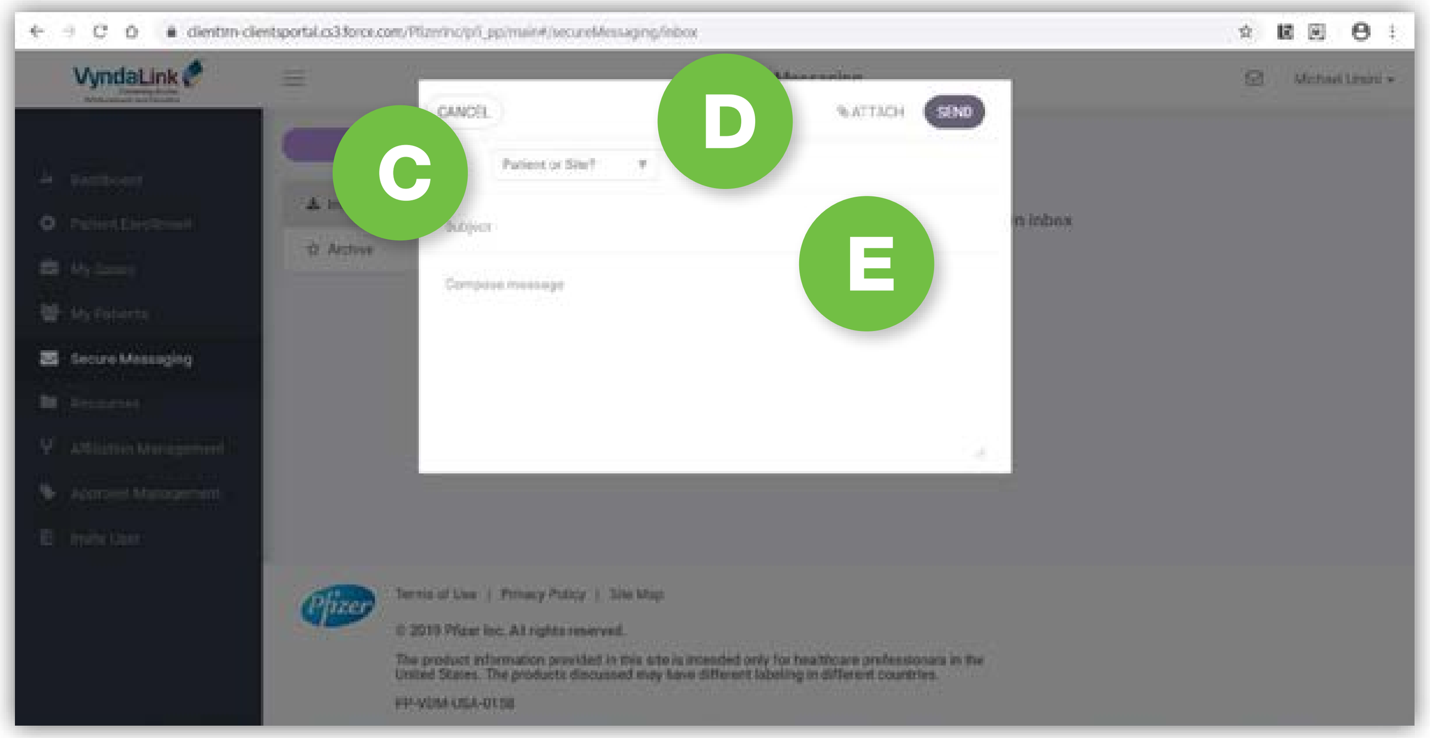
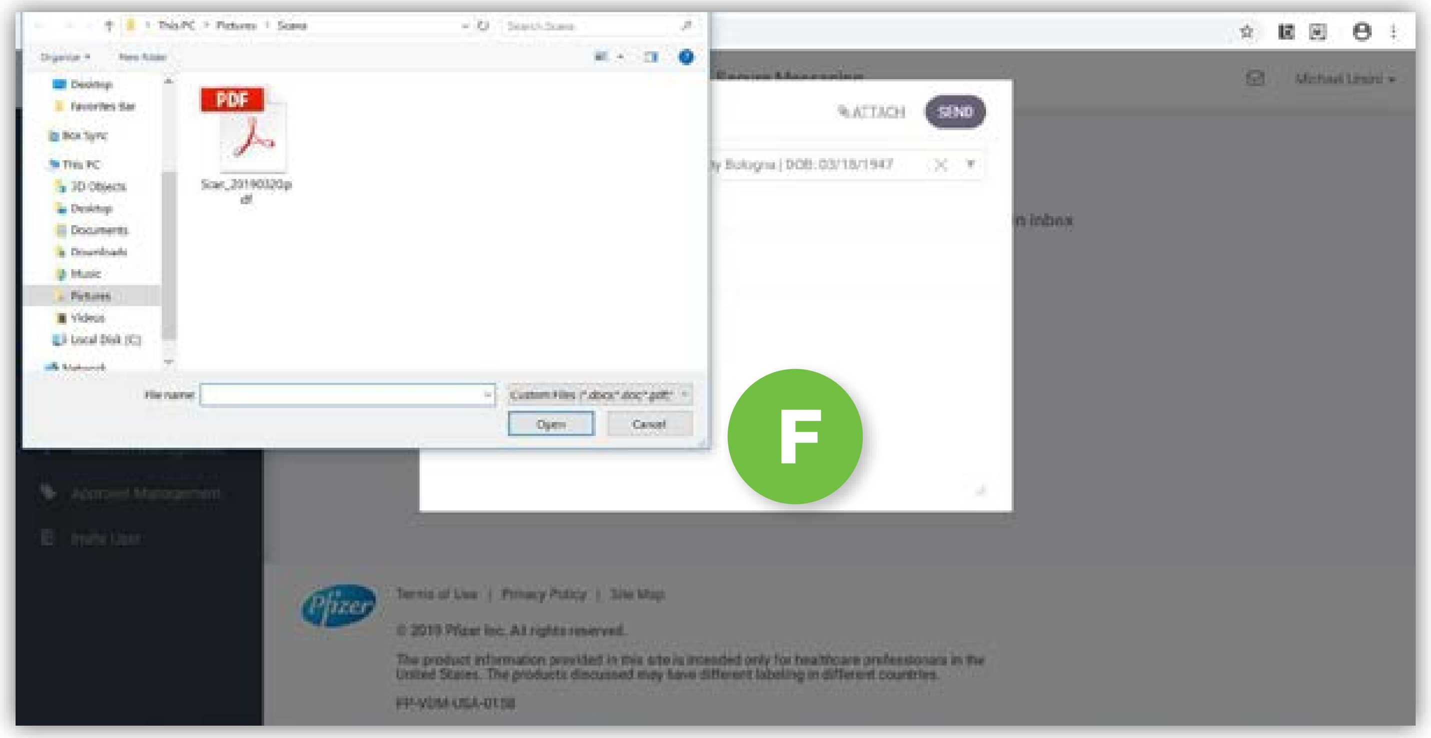
Uploading Documents (cont'd)

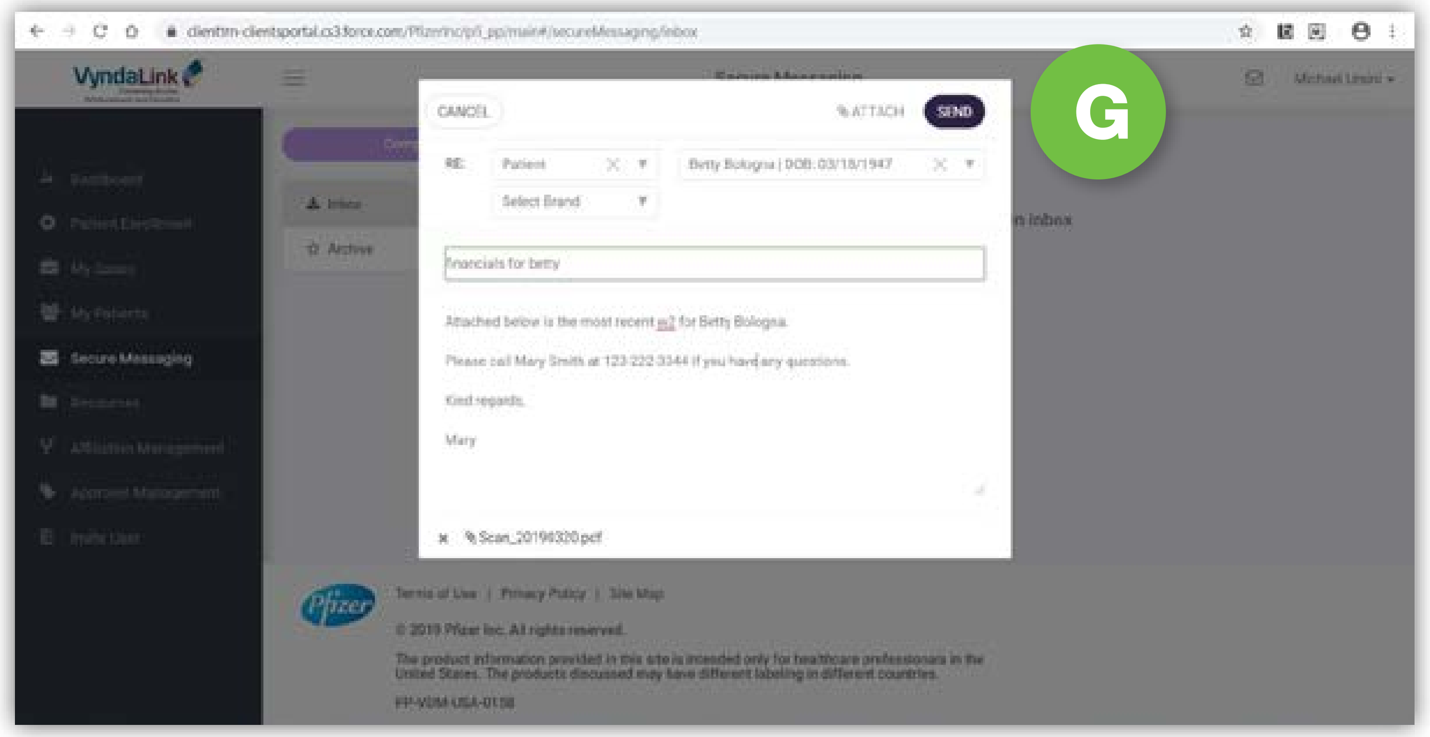
Uploading documents through Secure Messaging











Should you need to upload additional documents or new documents for an already enrolled patient, the upload process can be conducted through **Secure Messaging**.

A Click on Secure Messaging, located on the left-hand side navigation, and follow the screen shots.

B Click **Compose**.

C Select **Patient** from the Patient or Site drop-down list.

D Select the patient's name from the next drop-down list.

E Select **Attach**.

F Click on the document to attach and select **Open**. The attached document will appear at the bottom left of the secure message.

G Compose your message and click **Send**.

Need additional assistance?
Call **VyndaLink** at 1-888-222-8475
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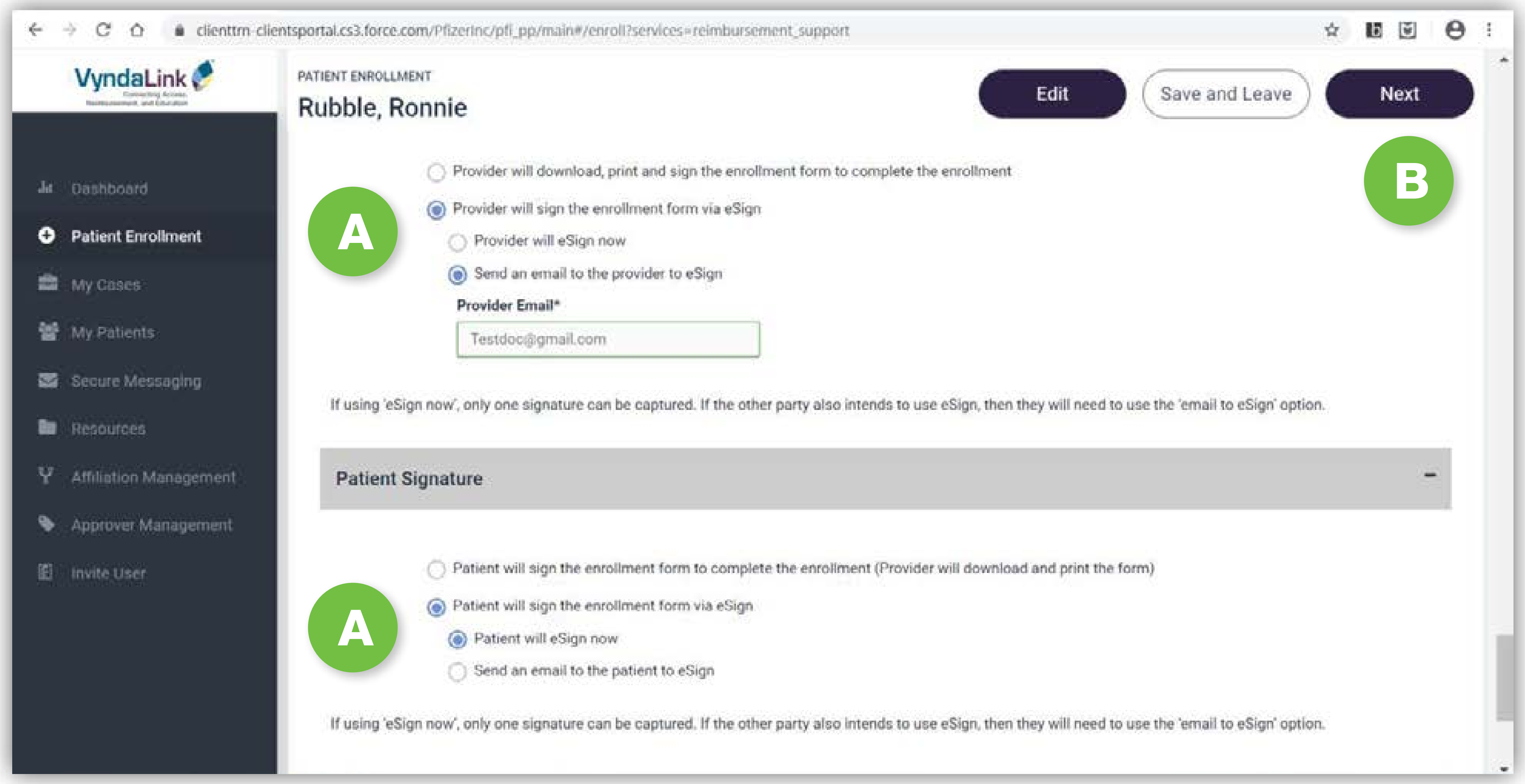
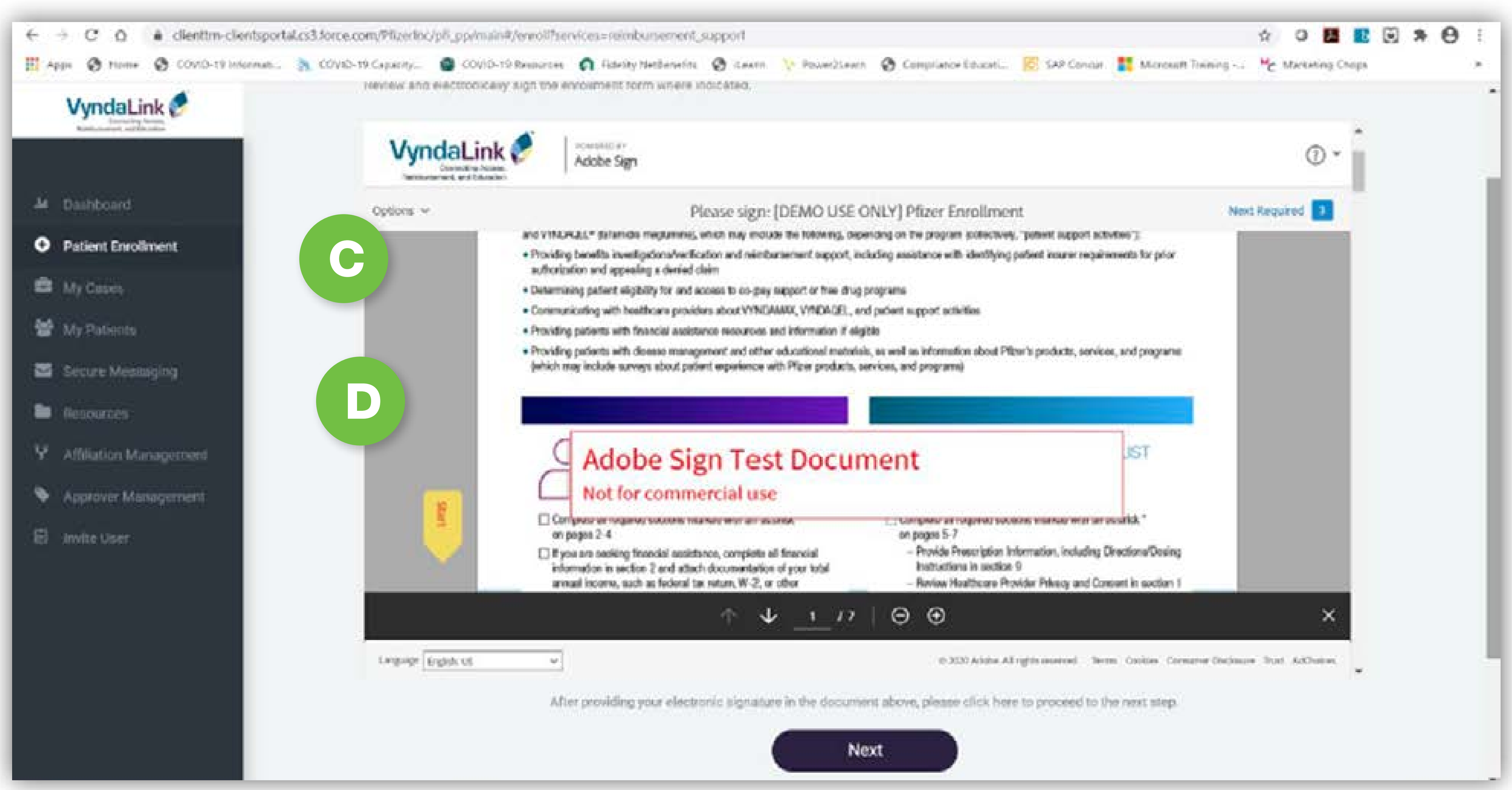
Signing the Enrollment Form

Signing the Enrollment Form via Provider Portal





A 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 with the site coordinator, the site coordinator can send a signature request to the patient's personal email. Instructions for **eSign via Email** are found in the next pages.

The enrollment form can also be printed and physically signed by the patient and **faxed to VyndaLink at 1-888-878-8474**.

B Once the signature options are selected, click **Next** to sign the form.

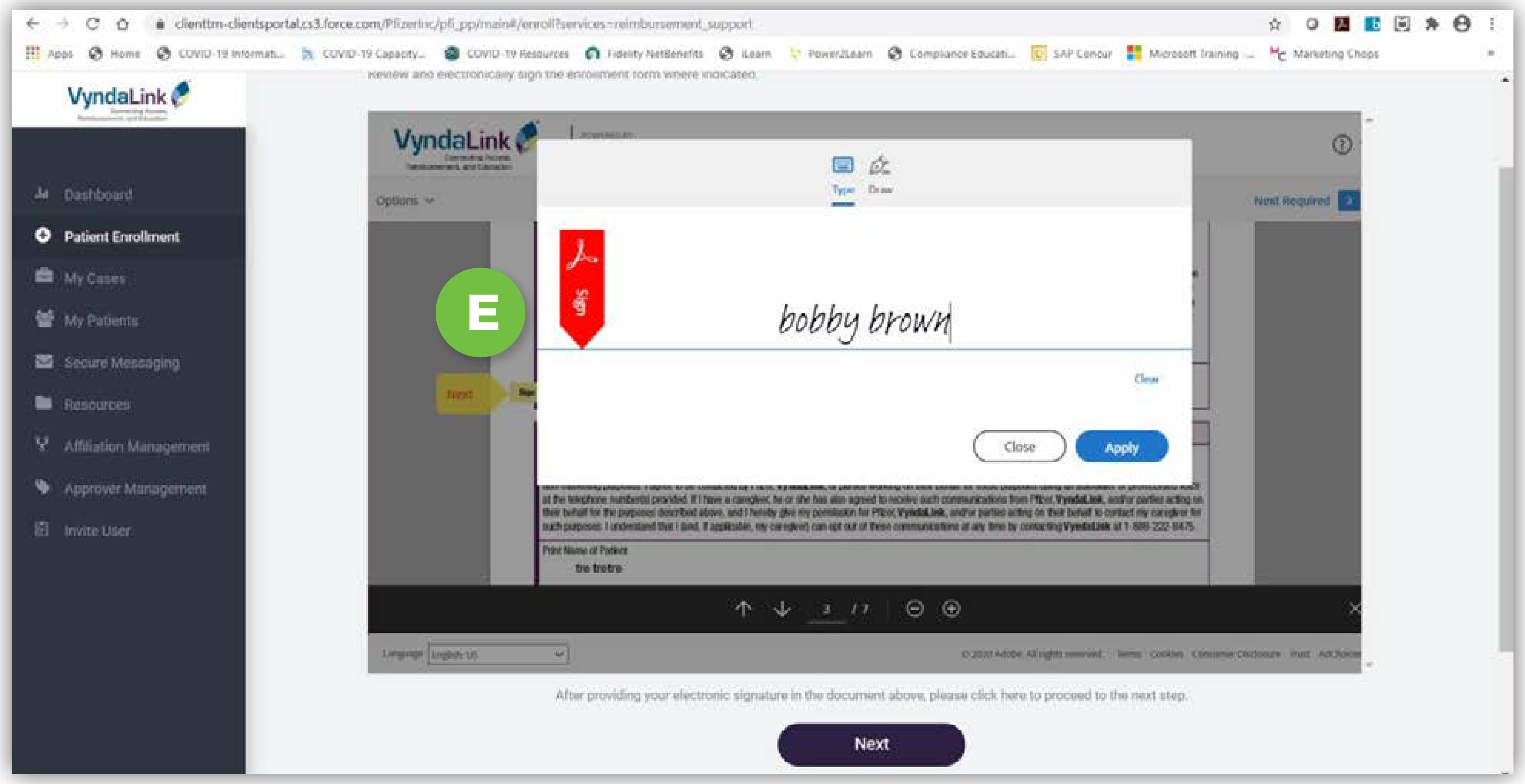
C A PDF of the completed enrollment form will open with a highlighted yellow area for the Adobe Sign.

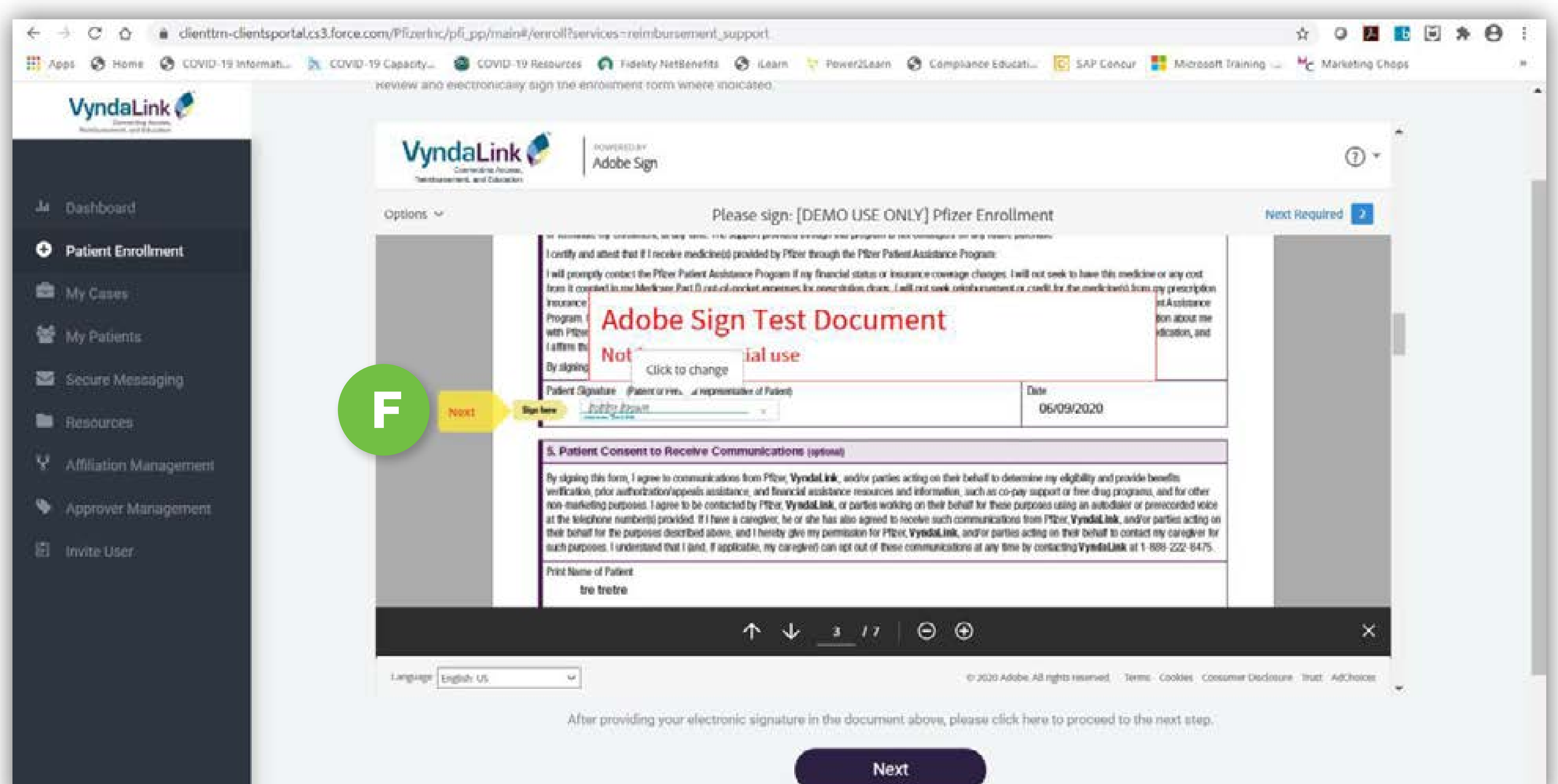
D Click on the highlighted yellow area and the patient can electronically sign while present in the office.

Need additional assistance?
Call **VyndaLink** at 1-888-222-8475 (Monday-Friday, 8 AM-8 PM ET).

Signing the Enrollment Form (cont'd)

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





E Click the Type or Draw icon to complete the signature. This example used the Keyboard icon in order to type the name.

F Be sure to click on each area where the patient is required to sign.

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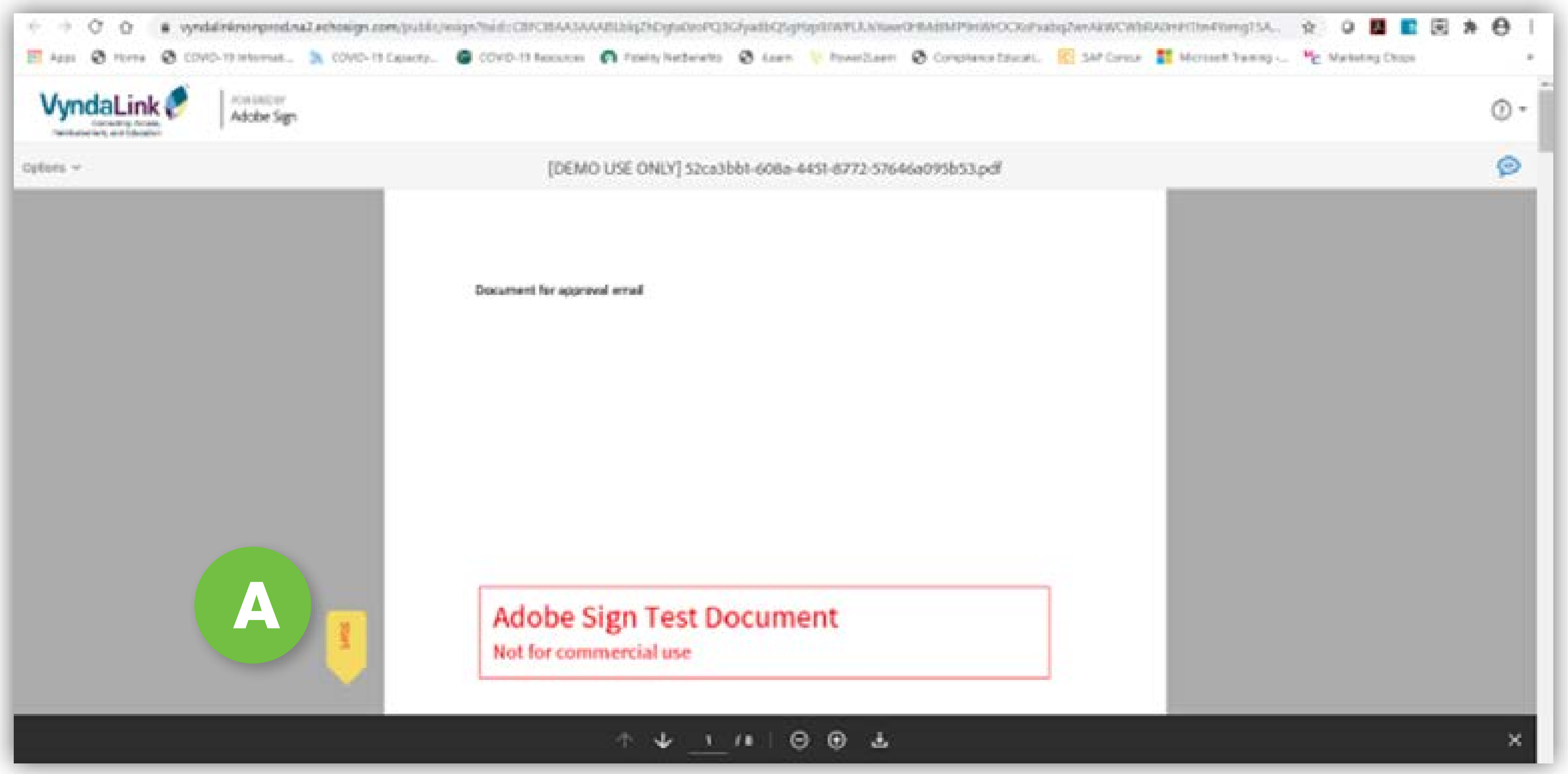
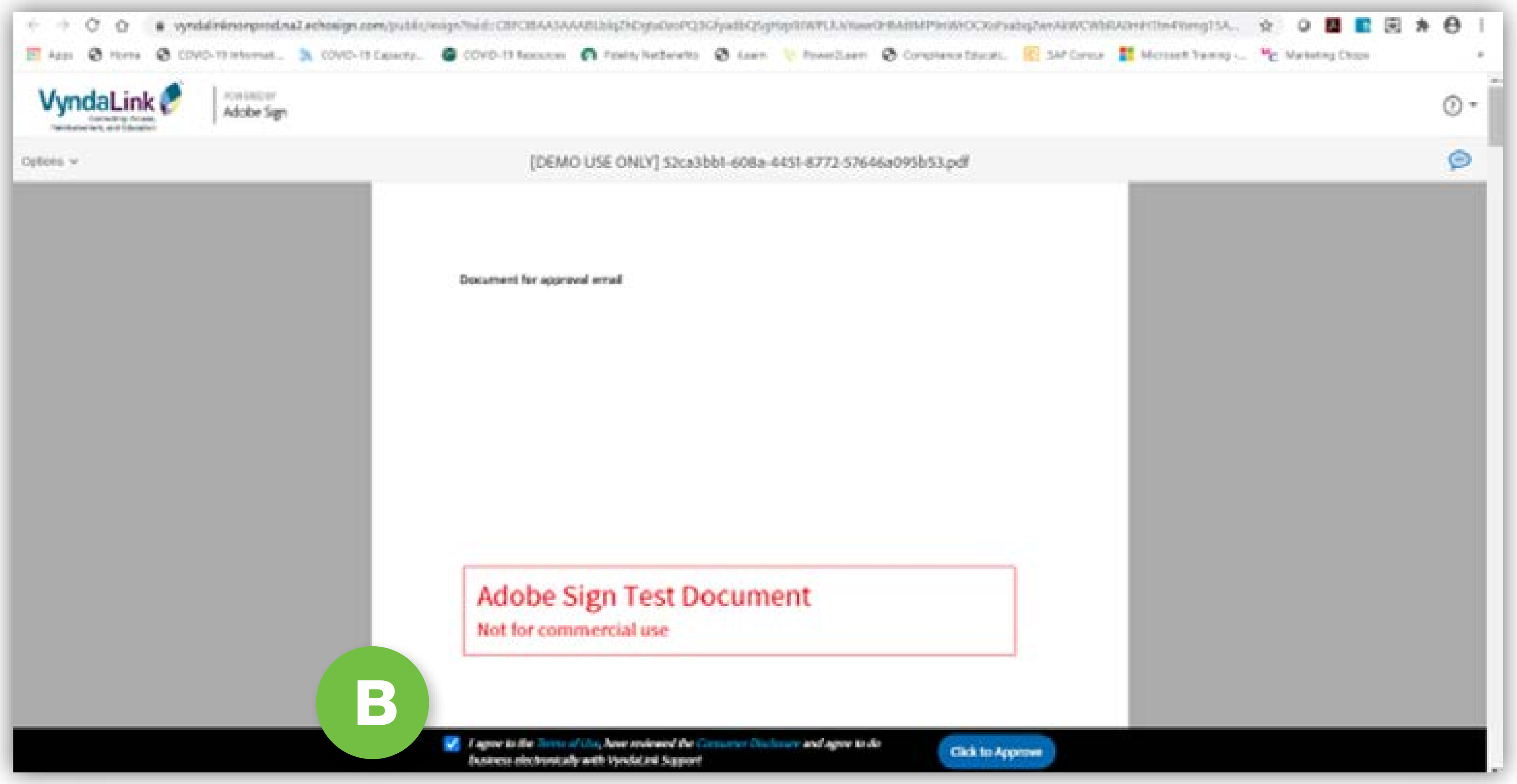
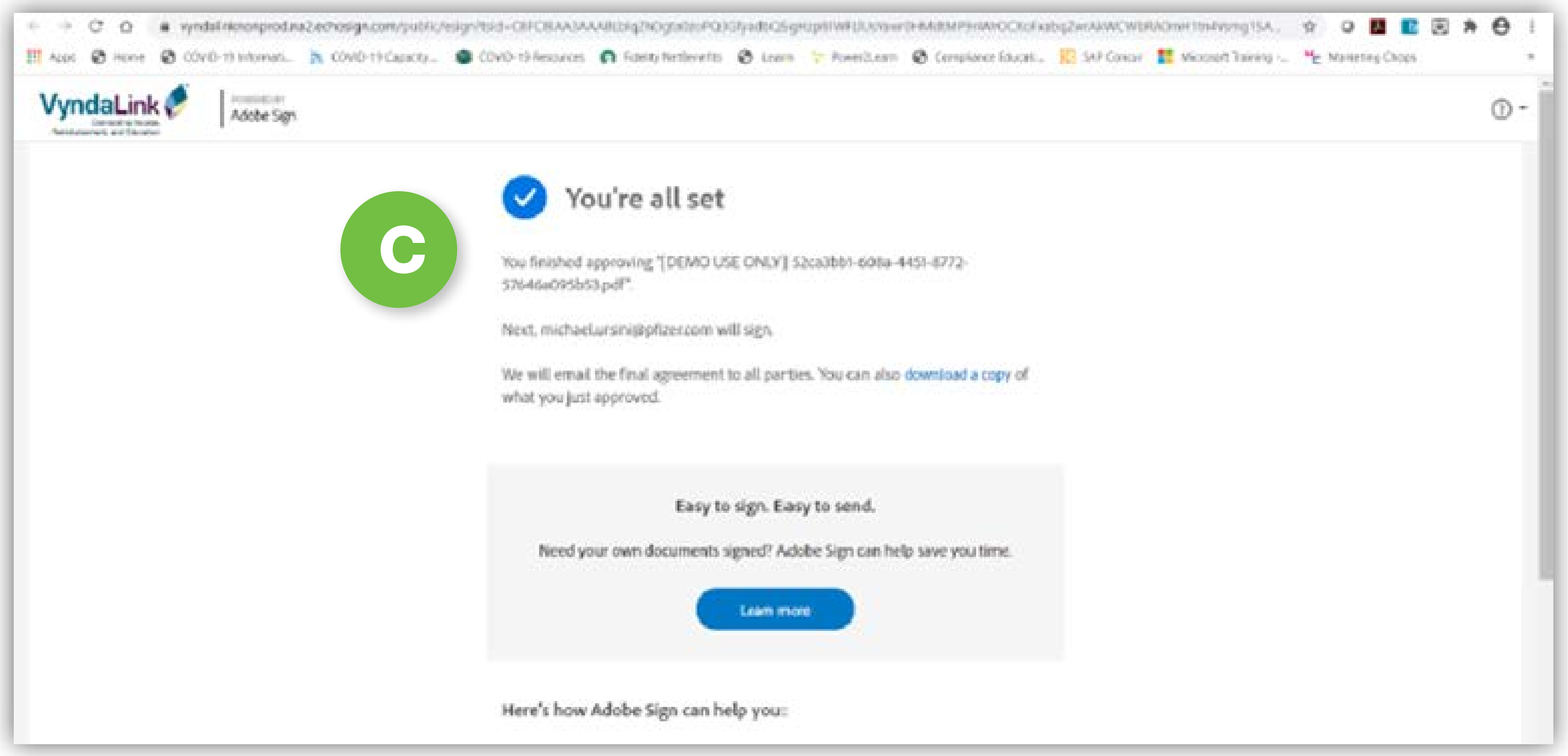
Signing the Enrollment Form (cont'd)

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.

A The email will request a signature. If you are a provider, this email may also include a password to be used to access the form. Once the window is open, click the yellow arrow **START**.

B Check the box and agree to the terms of ADOBE eSIGN and then click the blue button **CLICK to APPROVE**.

C You will see a confirmation screen of your signature.

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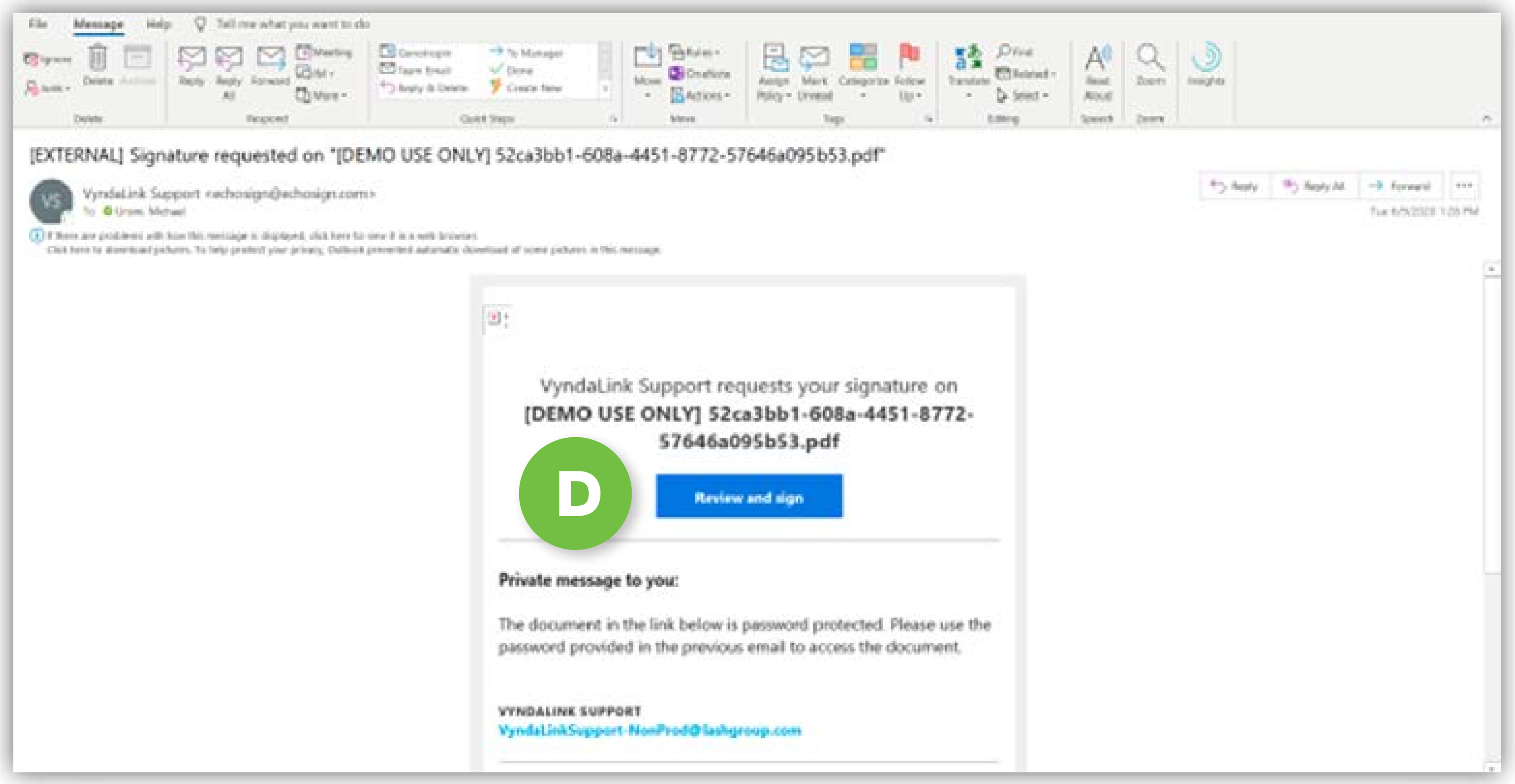
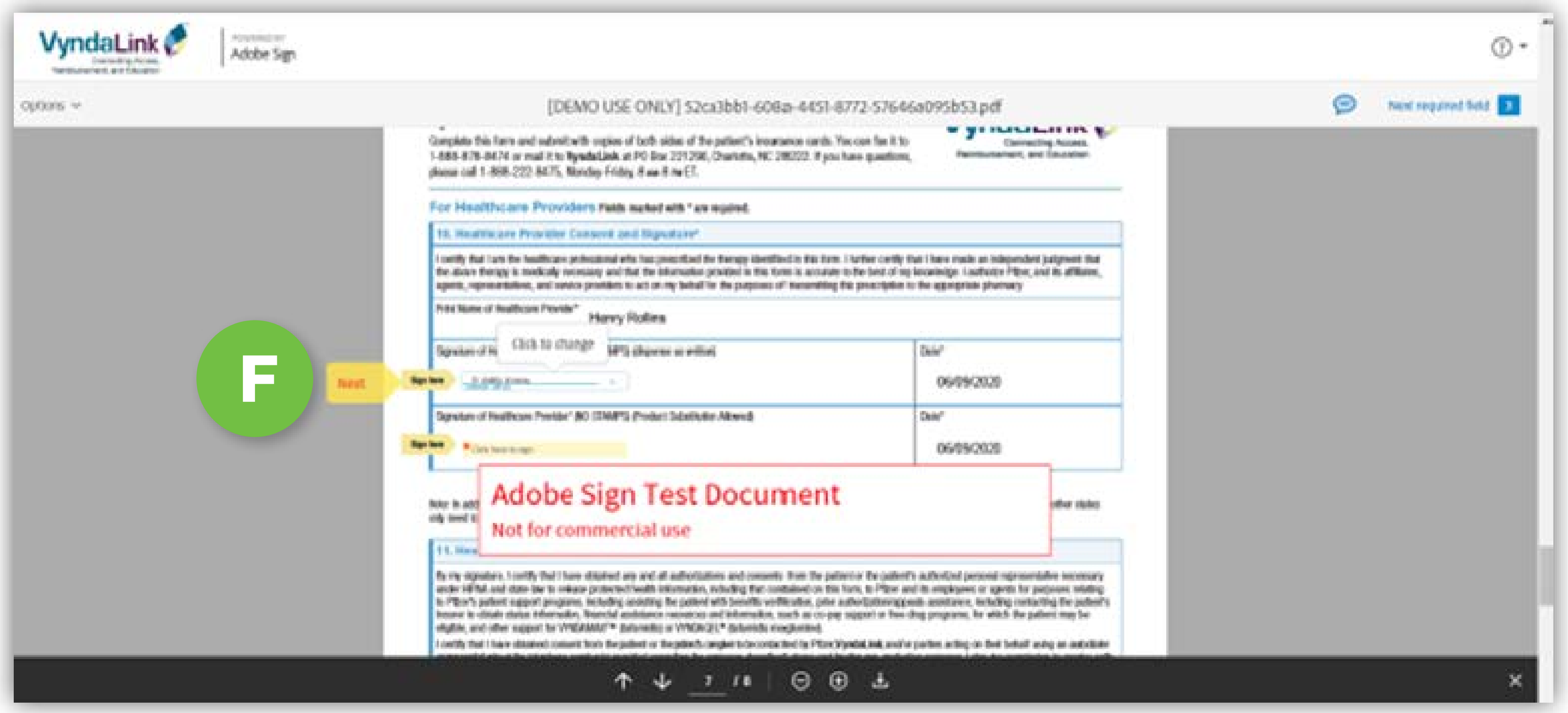
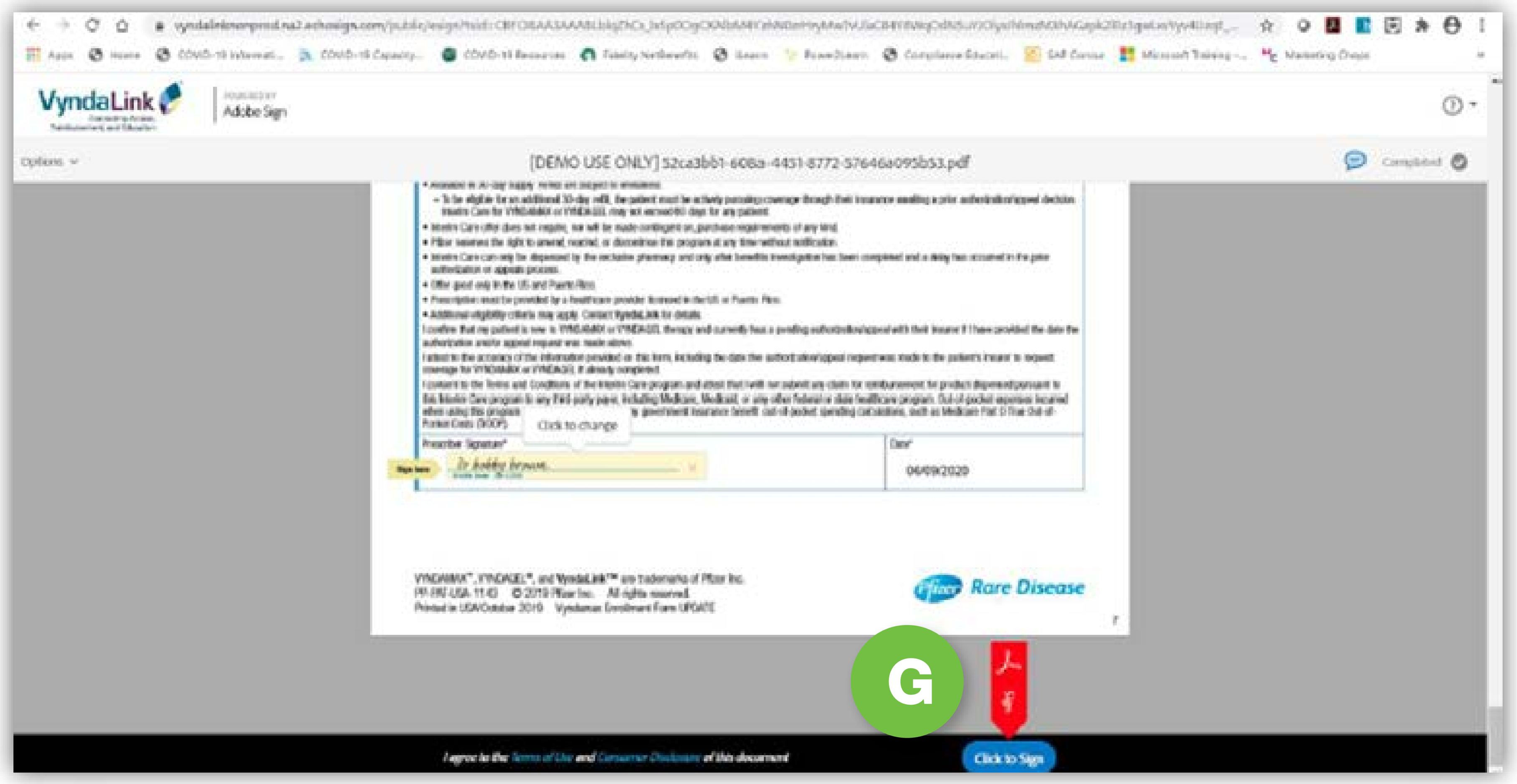
Signing the Enrollment Form (cont'd)

eSign via Email (cont'd)







Providers will receive a second email to review and sign.

D To access the signature window, copy the password from the first email you received, then click **REVIEW and SIGN**.

E Click the yellow arrow **START** as in the first email, then type your signature and click **APPLY**.

F Click each yellow **NEXT** arrow to populate the signature field.

G 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.

Need additional assistance?
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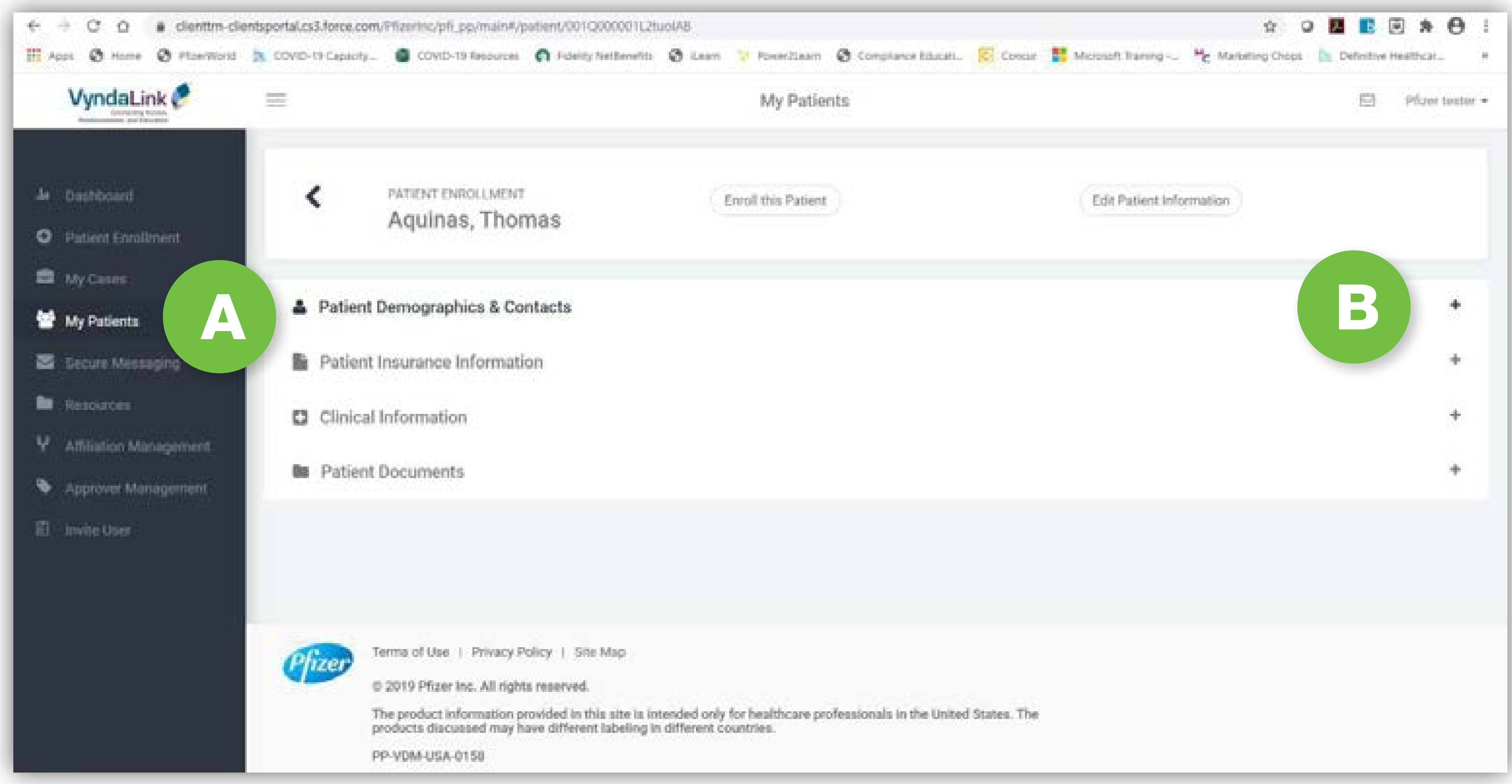
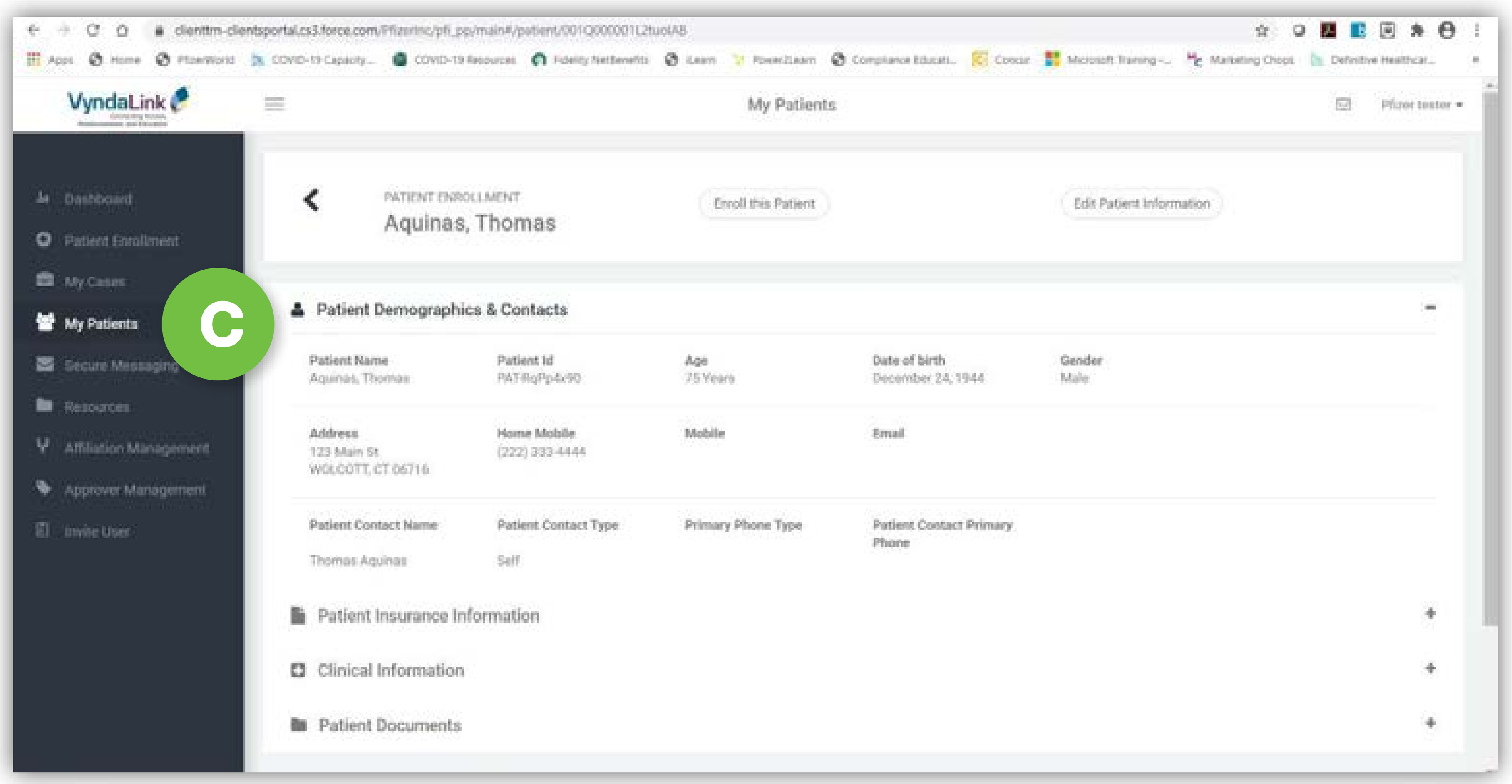
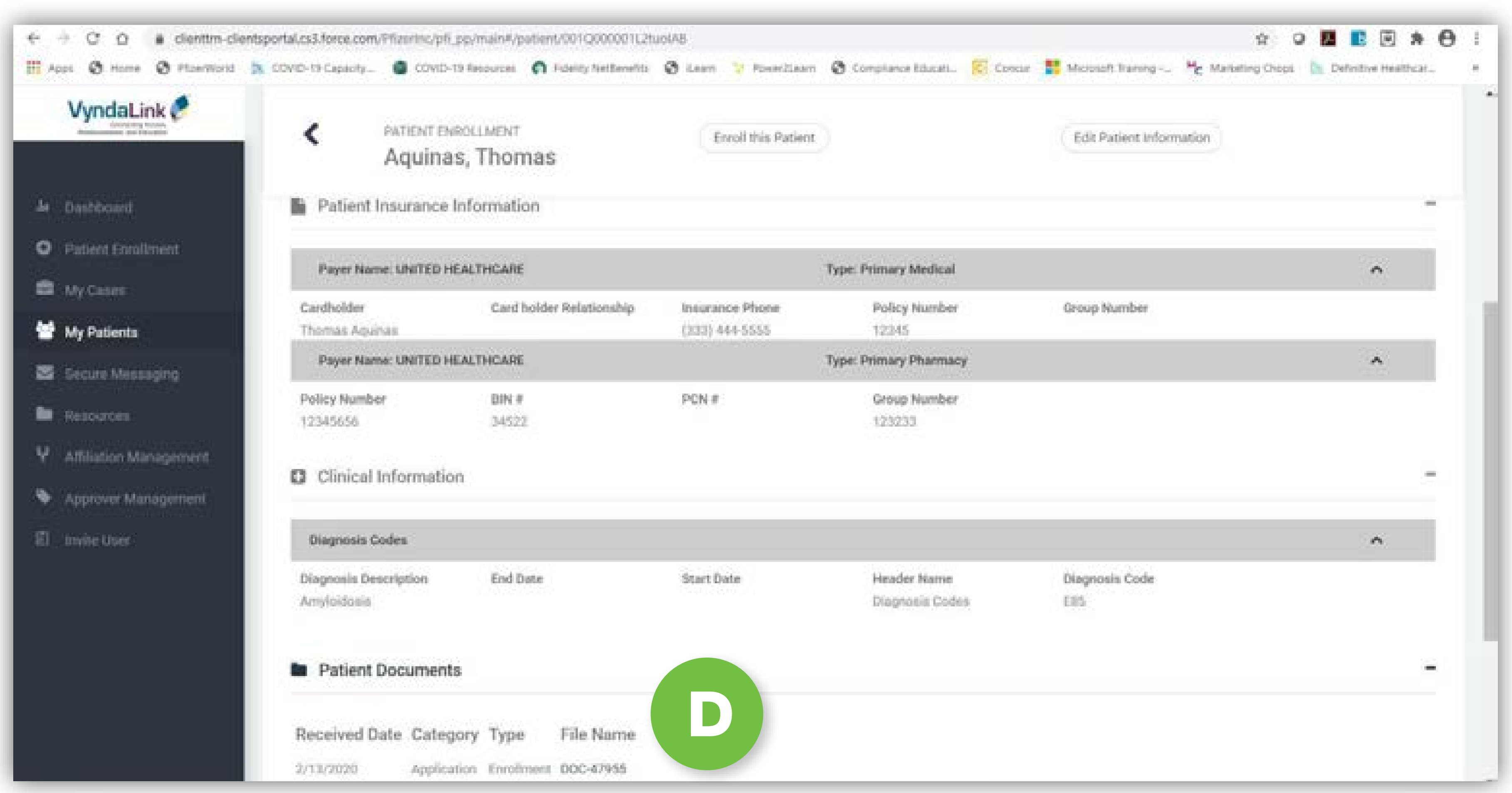
Patient Profile







A Once a patient has been enrolled, the patient will be displayed under the **My Patients** tab on the left-hand side navigation. Each patient will have four sections: Patient Demographics & Contacts, Payer Insurance Information, Clinical Information, and Patient Documents.

B Clicking on the plus sign (+) to the right of each section will open the case.

C When the case is open, you will be able to view specific information.

D Within the **Patient Documents** section, the DOC-ID numbers in the File Name column are hyperlinks. If you click on a DOC-ID, it will open a window for the document to be viewed.

Need additional assistance?
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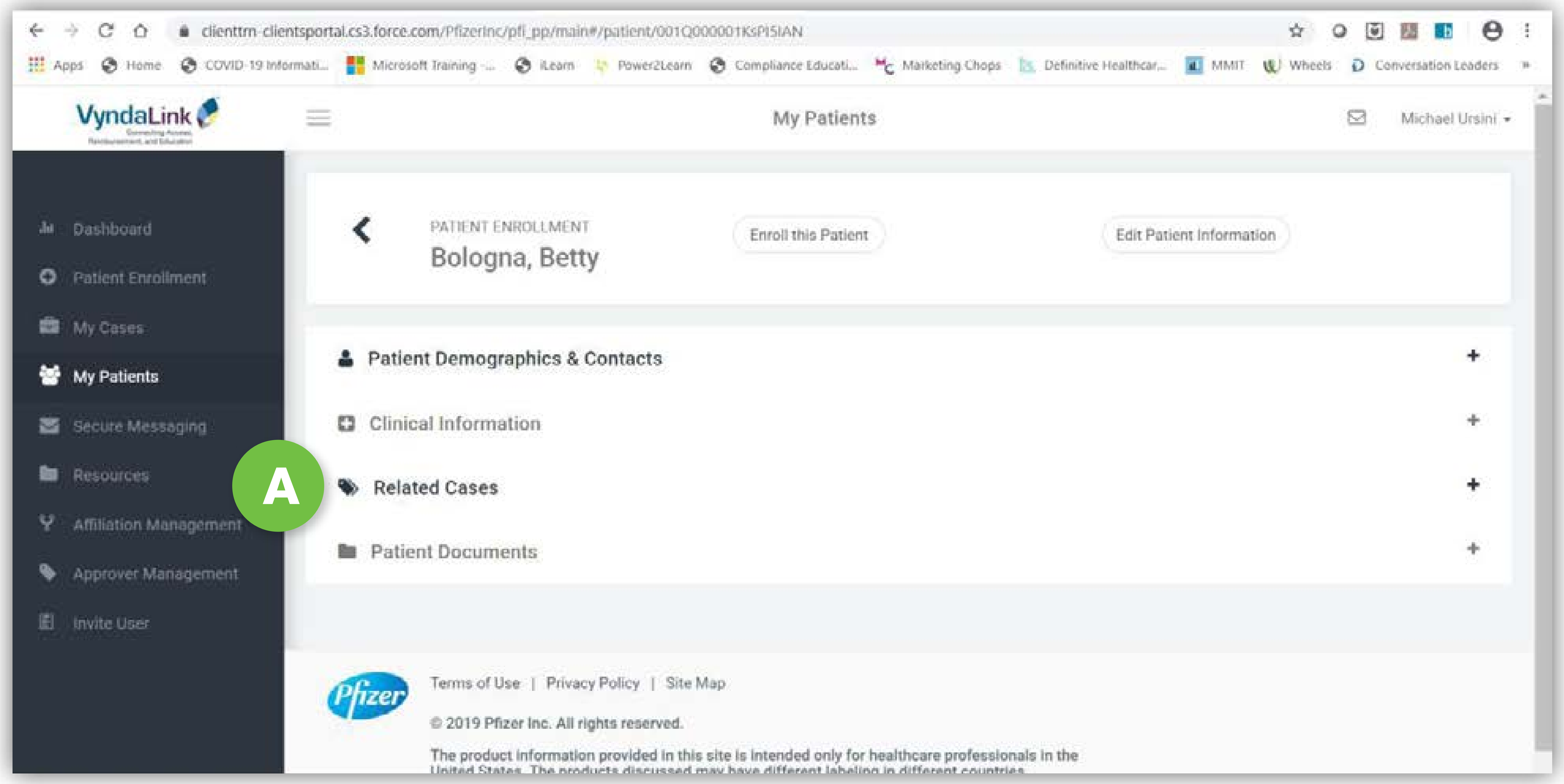
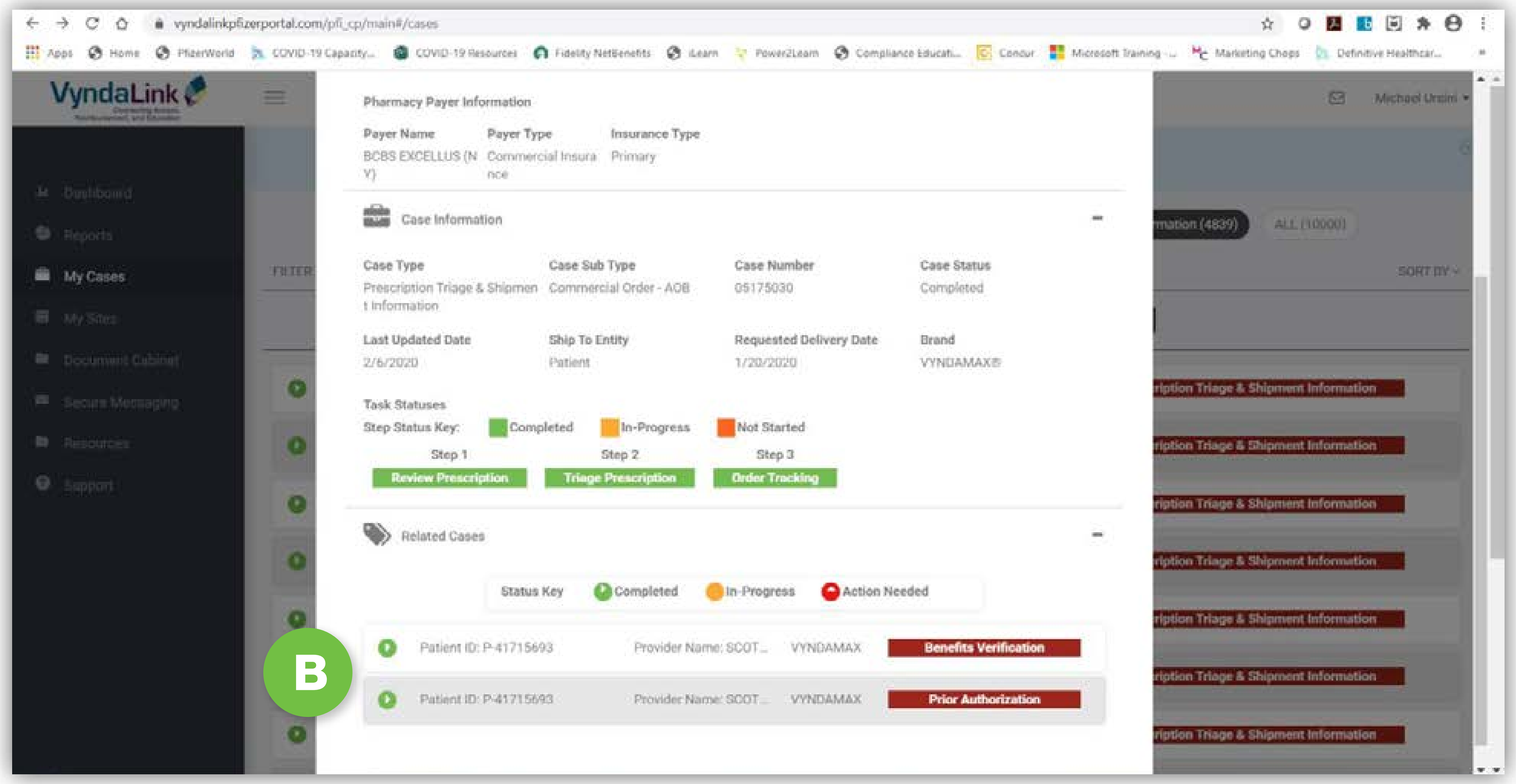
Patient Profile (cont'd)

Case types





There are five case types in the Provider Portal: Benefit Verification, Prior Authorization, Alternate Coverage, PAP, and Prescription Triage & Shipment

A Once **VyndaLink** begins working on a newly enrolled patient, another information tab will appear within the patient's profile called **Related Cases**. This will show you all cases relevant to a specific patient.

B To the left of each case is either a green circle indicating the task is complete, an orange circle indicating that the task is in progress, or a red circle indicating the task cannot be completed because there is missing information.

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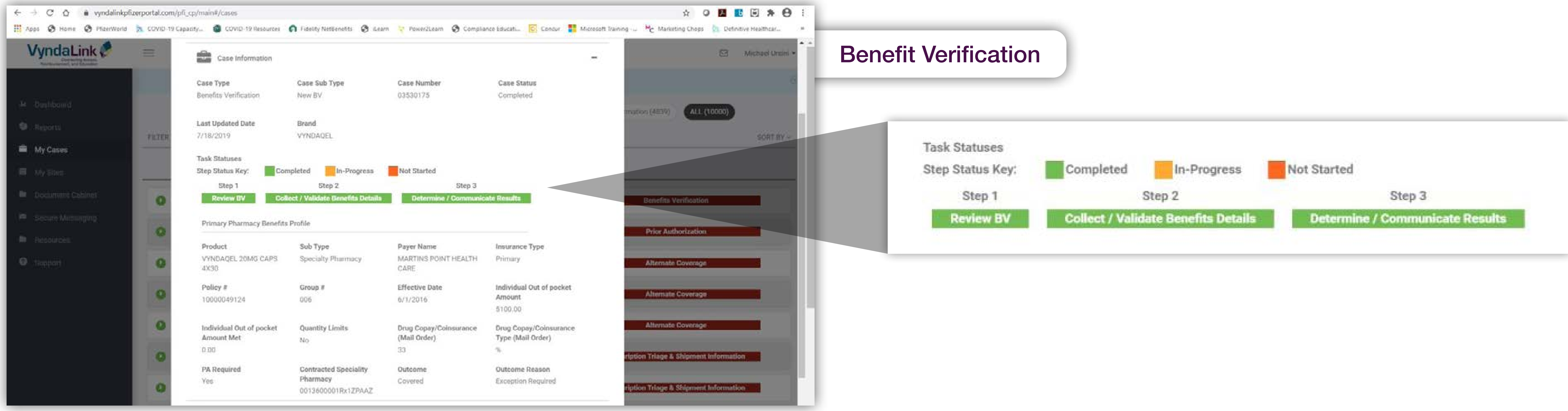
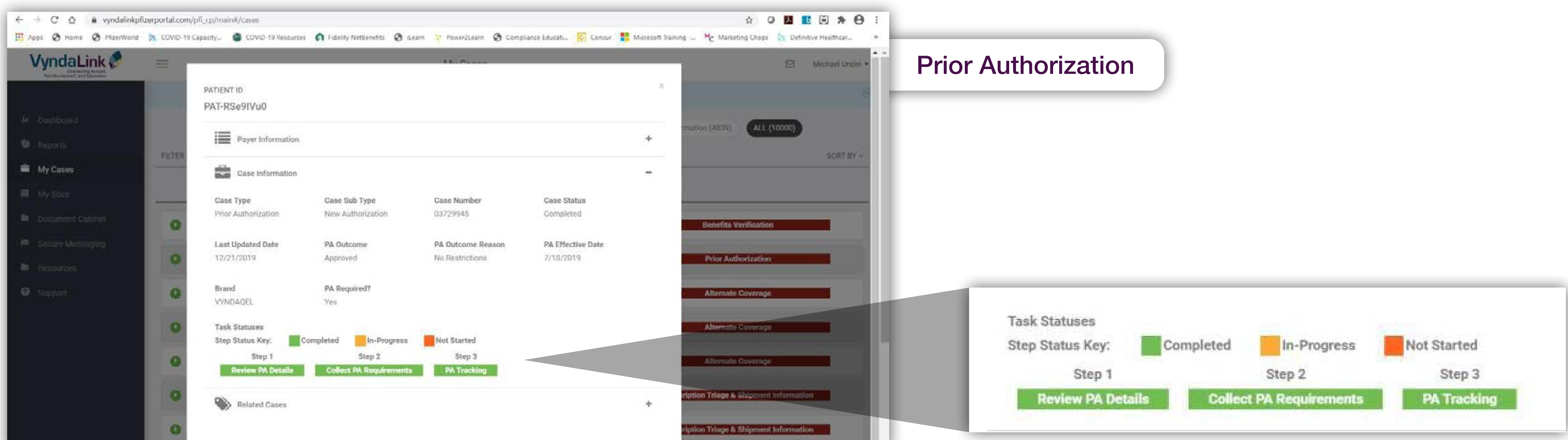
Patient Profile (cont'd)

Case types (cont'd)

The examples on this page and the next show how each case type will appear in the Provider Portal





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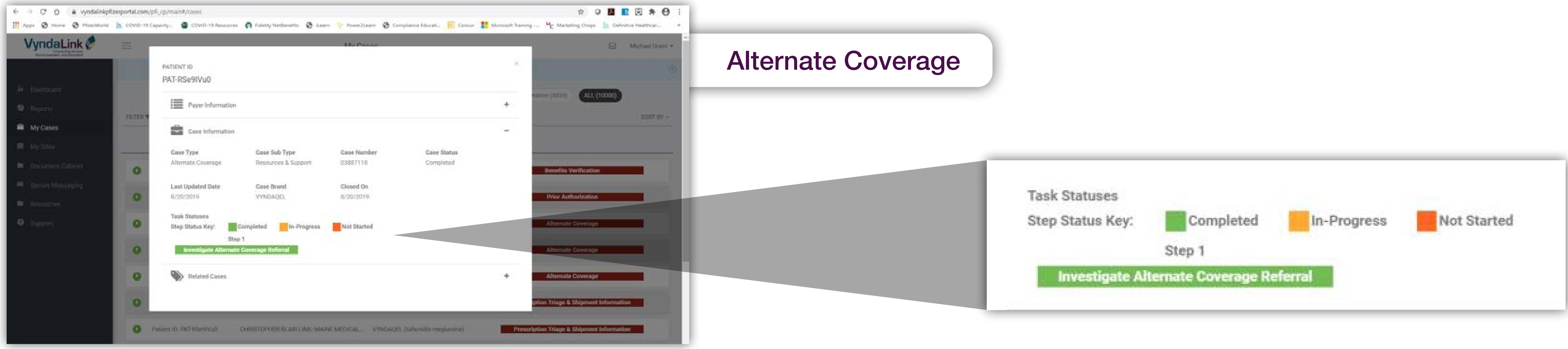
Patient Profile (cont'd)

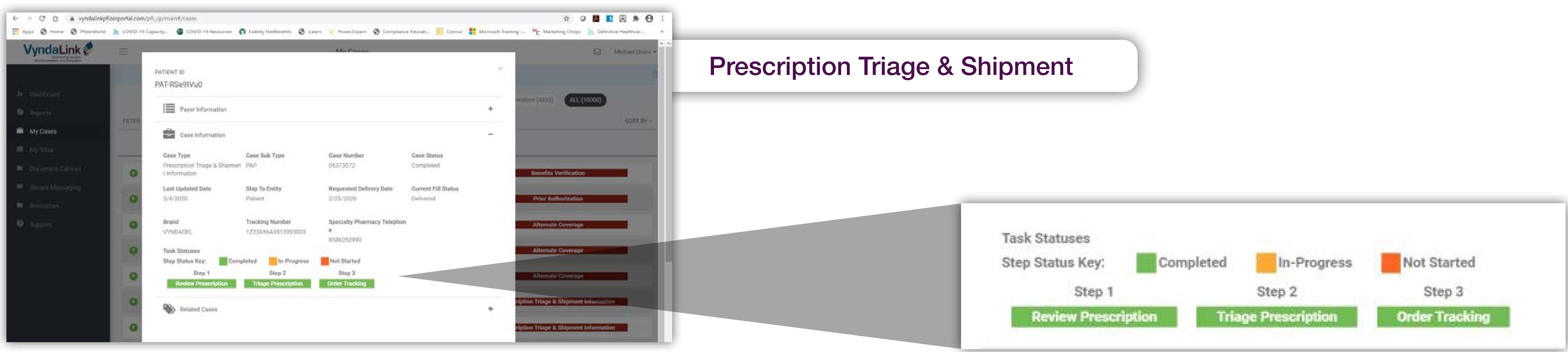
Case types (cont'd)

Alternate Coverage



PAP

Prescription Triage & Shipment



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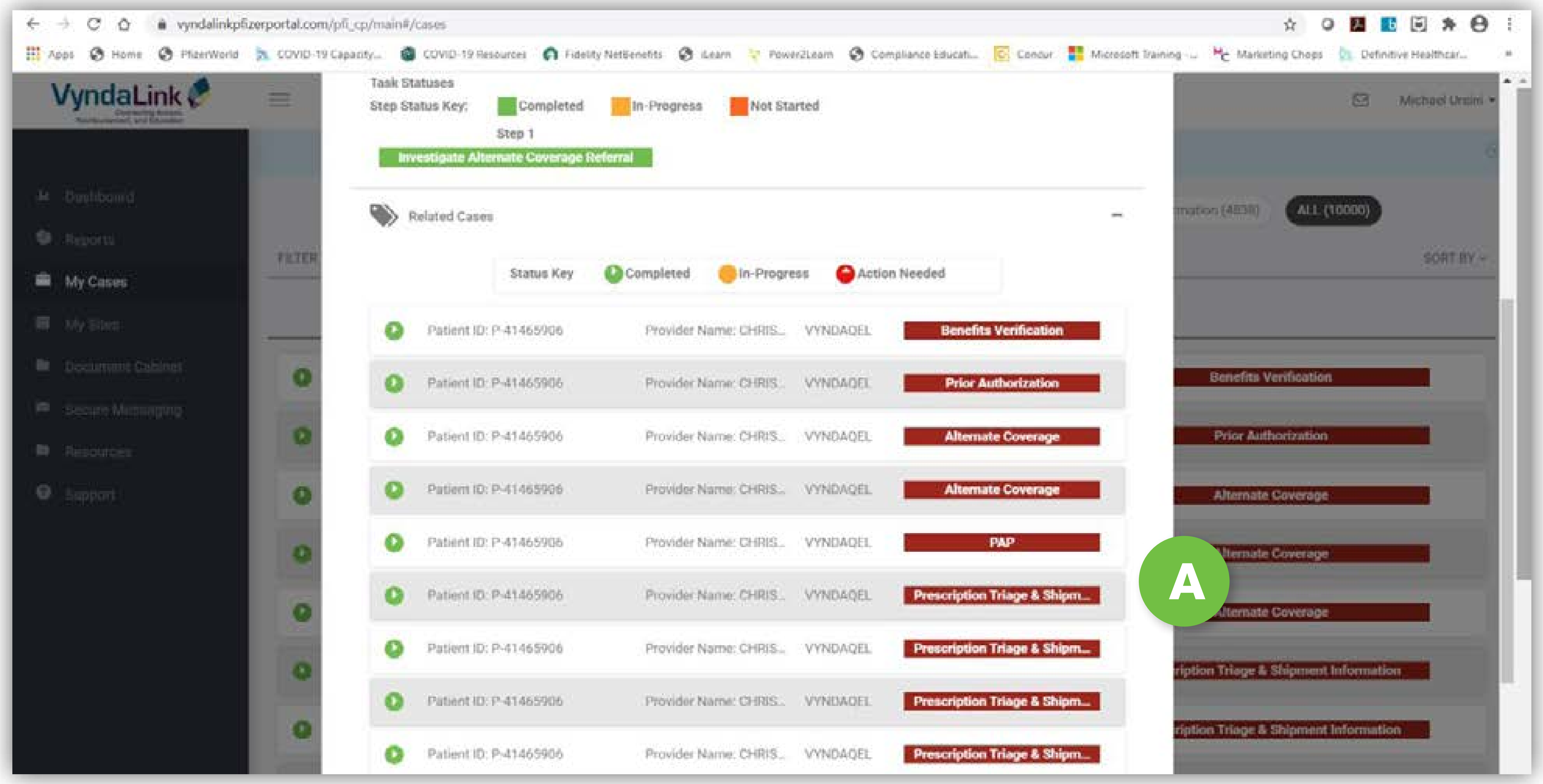
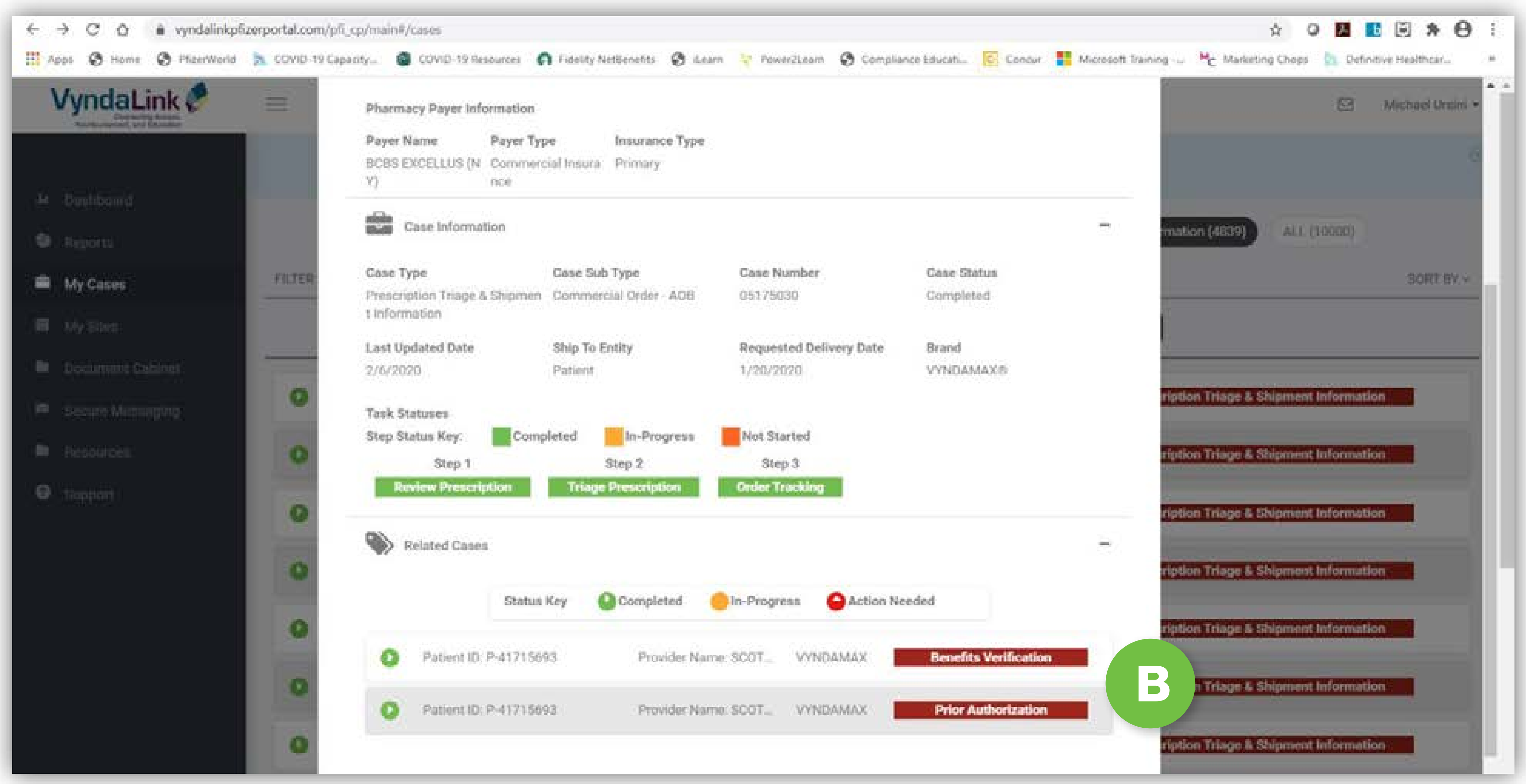
Prescription Triage for PAP Patients





A In the **Related Cases** list for certain patients, you may see many **Prescription Triage & Shipment** cases. This is because patients enrolled in PAP must call **VyndaLink** each month to get a refill. For each refill, the system will generate another Prescription Triage & Shipment case.

B The **Related Cases** list may not be as extensive for patients not enrolled in PAP. For example, insured patients who receive their medication via their specialty pharmacy may only show cases for **Benefit Verification** and **Prior Authorization** because their medication shipments are handled directly by the specialty pharmacy.

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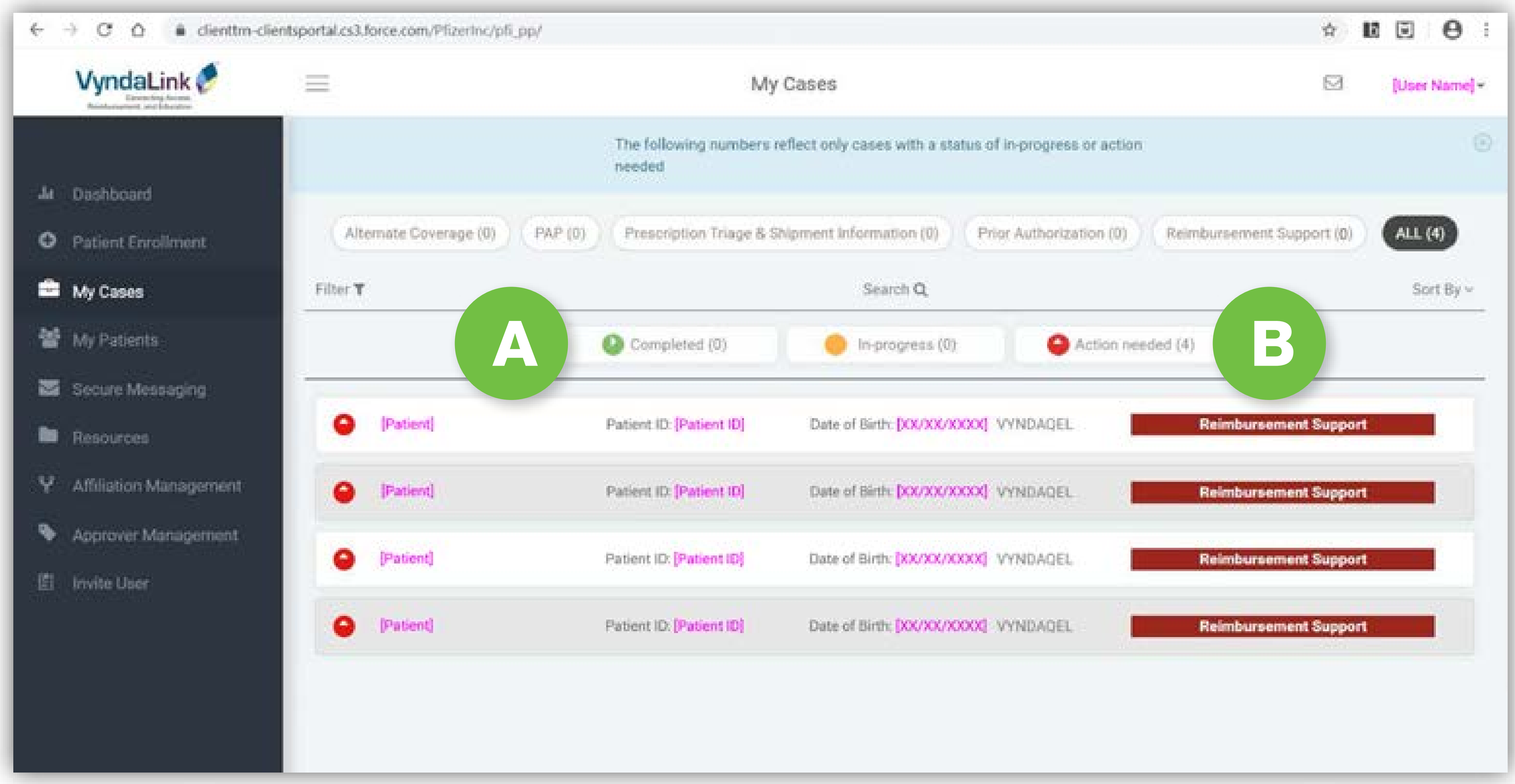
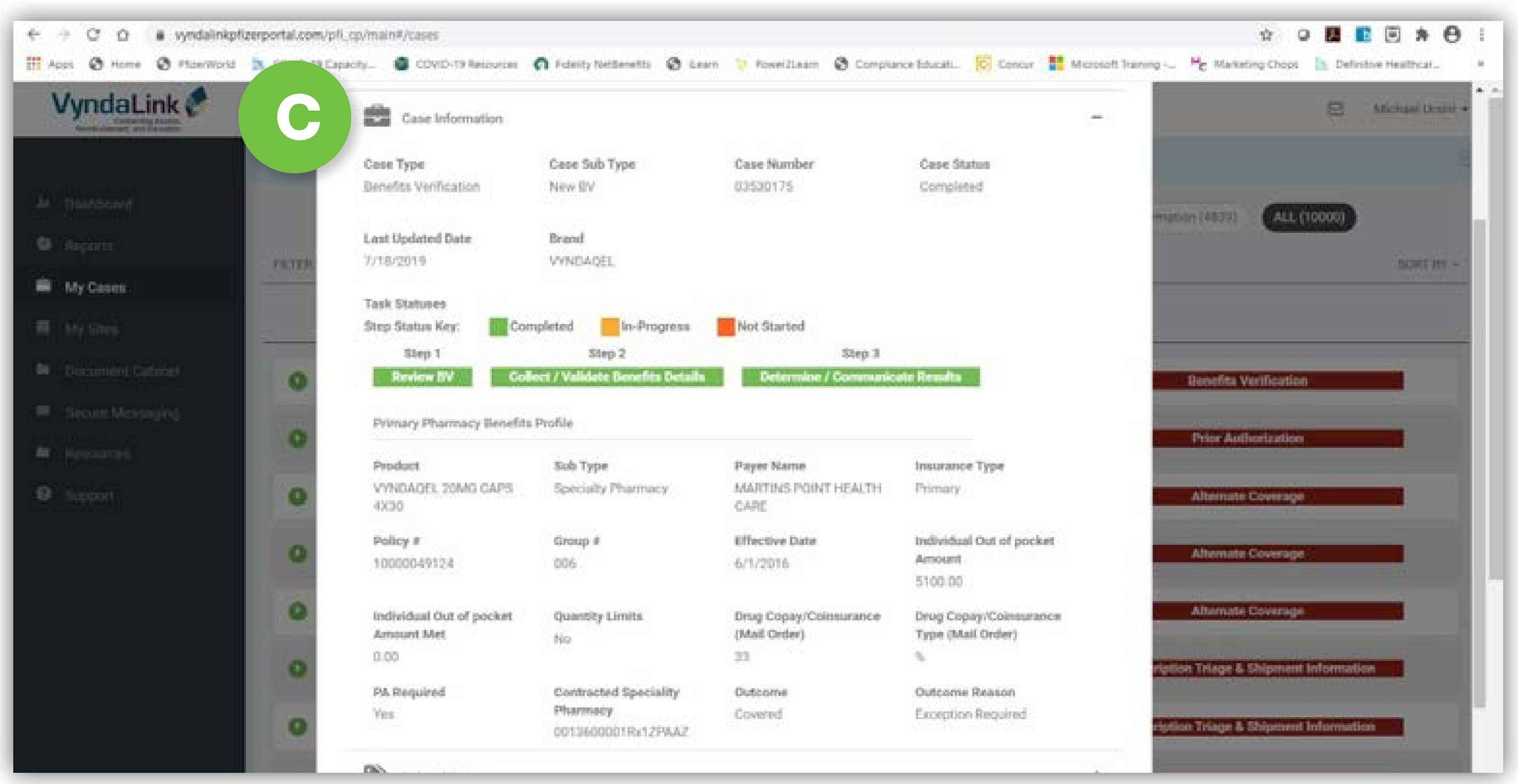
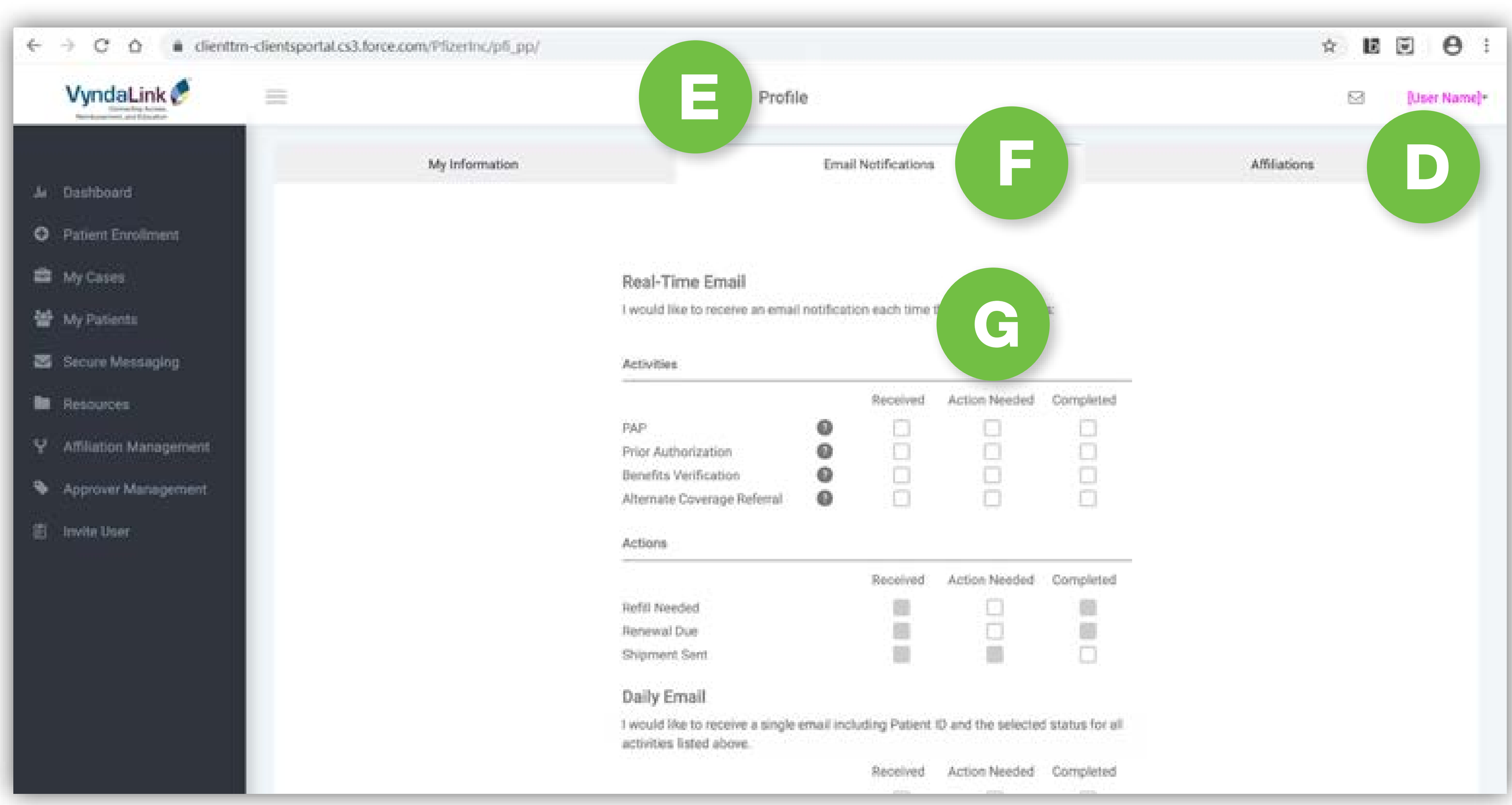
Case Status Report







You can view cases that require action via the **Case Status Report**, which is the Provider Portal's dynamic, clickable dashboard.

A Each button shows the quantity of the different types of cases. Click a button to access the list of related cases.

B 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 case views can be filtered by **Action Needed** only.

C Each case will provide details of the missing information.

You can set up email notifications for your cases with missing information.

D Navigate to your name in the upper right-hand corner of the Provider Portal.

E Select **Profile** from the drop-down list.

F From your profile, click the **Email Notifications** section.

G Select the **Action Needed** boxes (individual or daily) for the cases you wish to be notified about.

SECTION 3

VyndaLink Provider Portal FAQs

Need additional assistance?
Call **VyndaLink** at 1-888-222-8475
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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.

Need additional assistance?
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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.

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.

Need additional assistance?
Call **VyndaLink** at 1-888-222-8475
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Office Administrator (cont'd)

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 24 business hours 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.

Need additional assistance?
Call **VyndaLink** at 1-888-222-8475
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Contacting Support

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

Please contact Program Support at the phone number listed in the top right-hand corner of the page. From the Provider Portal, you can navigate to support information by clicking **Resources** in the left-hand navigation bar. Select **Support** for the program phone number and hours of operation.

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.

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Connecting Access,
Reimbursement, and Education

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Pfizer Rare Disease